E-Verify

User Manual

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U.S. Citizenship and Immigration Services

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1.0 INTRODUCTION

Welcome to the 'E-Verify User Manual for Employers.' This manual provides guidance on E-Verify processes and outlines the rules and responsibilities for employers enrolled in E-Verify. All users must follow the guidelines set forth in the 'E-Verify Memorandum of Understanding for Employers (MOU)' and the rules and responsibilities outlined in this manual.

For purposes of this manual, the term 'employer' means any person, company, or other entity that is required to complete Form I-9, Employment Eligibility Verification (Form I-9) including any individual with an E-Verify user account.

This section provides a background and overview and an introduction to basic website navigation, participation, user roles, rules and responsibilities, and the privacy and security guidelines of E-Verify.

1.1 BACKGROUND AND OVERVIEW

In 1996, Congress passed the Illegal Immigration Reform and Immigrant Responsibility Act (IIRIRA), which required the Social Security Administration (SSA) and U.S. Citizenship and Immigration Services (USCIS), formerly the Immigration and Naturalization Service, to conduct an employment verification pilot program. Under the U.S. Department of Homeland Security (DHS), USCIS operates the E-Verify program, previously referred to as the Basic Pilot program. E-Verify is an internet-based system that implements the requirements of IIRIRA by allowing any U.S. employer to electronically verify the employment eligibility of its newly hired employees.

E-Verify is a voluntary program for most employers, but mandatory for some, such as employers with federal contracts or subcontracts that contain the Federal Acquisition Regulation (FAR) E-Verify clause.

NOTE: E-Verify cannot provide you with guidance on state or local laws that require your participation in E-Verify. For help, you should contact the appropriate state officials, or you may also receive assistance through a local Chamber of Commerce.

Apart from any state or local law that requires participation in E-Verify, employers are fully responsible for complying with sections 274A (which addresses the requirements of the Form I-9 process) and 274B (which addresses unfair immigration-related employment practices) of the Immigration and Nationality Act. Employers who fail to comply with either section, may be subject to penalties.

E-Verify works by electronically comparing the information from an employee's Form I-9 with records available to SSA and/or DHS to verify the identity and employment eligibility of each newly hired employee and/or employee assigned to a covered federal contract.

At this time, employers can verify the employment eligibility of only one person at a time within E-Verify. All new, temporary, seasonal, and rehired employees must be entered into E-Verify individually.

E-Verify is free and the best means available to determine the employment eligibility of new hires. E-Verify is available in all 50 states, the District of Columbia, Puerto Rico, Guam and the U.S. Virgin Islands.

NOTE: E-Verify Self Check, referred to as Self Check, is a free, fast, secure and voluntary online service that allows individuals to perform employment eligibility checks on themselves. Employers may not ask current or prospective employees to use Self Check to prove employment eligibility. The service is designed to provide visibility into government records, and if necessary, guidance on how to correct those records. Self Check is separate from the E-Verify user interface. For more information and specific rules visit www.uscis.gov/E-Verifyselfcheck.

Self Check does not satisfy or supersede the requirements of federal contractors subject to the FAR E-Verify clause, or any other employers, to use E-Verify.

For more information on E-Verify procedures, rules and responsibilities for federal contractors with the FAR E-Verify clause, refer to the 'E-Verify Supplemental Guide for Federal Contractors.'

1.2 BASIC WEBSITE NAVIGATION

All E-Verify users need to be familiar with the website navigation links. The figure below provides a screen shot of the employer user Web page. The navigation links within each area vary depending upon the type of user.

Area 1 displays the E-Verify logo and the telephone number for Customer Support: 888-464-4218. Area 1 also includes a quick shortcut to begin the verification process. By clicking the green 'Verify Employee' button, you will begin the verification process.

Area 2 contains 'E-Verify News' which includes important updates on E-Verify, information affecting employment verification, best practices and current events.

Area 3 contains E-Verify navigation options which are identified in the 'Area 3 Navigation Overview.' Selecting a navigation menu link is the first step in accessing a task or function in E-Verify. Choosing an option displays the first active page where a user enters information. Each user's menu option is based on his or her assigned user role. For more information on user roles, see Section 1.4.

AREA 3 NAVIGATION OVERVIEW	
LINK	**INFORMATION**
My Cases	► New Case ► View Cases ► Search Cases
My Profile	► Edit Profile ► Change Password ► Change Security Questions
My Company (Only program administrators have these options)	► Edit Company Profile ► Add New User ► View Existing Users ► Close Company Account
My Reports	► View Reports
My Resources	► View Essential Resources ► Take Tutorial ► View User Manual ► Contact Us

Area 4 displays 'Case Alerts' for cases requiring action. Case alerts inform employers when an action is required. For more information on case alerts, see Section 4.3.

ESSENTIAL RESOURCES

'View Essential Resources' under 'My Resources' contains links to important documents and tools for employers that participate in E-Verify. The 'Essential Resources Overview' provides specific information on the resources available to users.

ESSENTIAL RESOURCES OVERVIEW	
LINK	**INFORMATION**
E-Verify Posters	► E-Verify Participation Poster ► Right to Work Poster
Manuals and Guides	► E-Verify User Manual ► E-Verify Quick Reference Guides
E-Verify Further Action Notices	► Sample DHS TNC Further Action Notice and SSA TNC Further Action Notice available in several foreign languages

Document Reference Library	► Guidance on select drivers licenses and state ID cards
Form I-9 Resources	► The latest version of Form I-9 in English and Spanish ► The 'Handbook for Employers: Guidance for Completing Form I-9 (M-274)'
Memorandums of Understanding (MOU)	► Sample copy of the most recent version of the MOU
Other Resources	► Websites and links to Web pages of particular interest to employers participating in E-Verify

1.3 E-VERIFY PARTICIPATION: ENROLLMENT VS. REGISTRATION

It is important to understand the difference between enrollment and registration, which is outlined in the 'Enrollment vs. Registration Overview.' For additional information on enrollment, visit www.dhs.gov/E-Verify.

Employers who wish to check their enrollment status or access method should contact:

E-Verify Customer Support Monday through Friday 8 a.m. – 5 p.m. local time
Telephone: 888-464-4218 Email: E-Verify@dhs.gov

Employers who have enrolled and need information about registering additional users or about their functions, should see Section 6.0.

ENROLLMENT VS. REGISTRATION OVERVIEW		
	ENROLLMENT	**REGISTRATION**
Who	Employers enroll in E-Verify to participate in the program.	Program administrators register new users in E-Verify who are then able to create cases.
How	Visit the E-Verify enrollment website at https://e-verify.uscis.gov/enroll	Program administrators may register general users and additional program administrators at any time after completing the E-Verify tutorial and passing the knowledge test. For more information on adding new users, see Section 7.1.
Why	Employers enroll to verify employment eligibility of employees.	Most enrolled employers register users to create cases in E-Verify. There is no limit on the number of users an enrolled employer can register.

To participate in E-Verify, employers must enroll online via any Internet-capable computer using a Web browser of Internet Explorer (6.0 and above), Firefox (3.0 and above), Chrome (7.0 and above) and Safari (4.0 and above).

Employers must read and accept the electronic 'E-Verify Memorandum of Understanding for Employers (MOU)' which details the responsibilities of the SSA, the DHS and the employer. The MOU is signed electronically by the employer during enrollment. However, all E-Verify users must agree to and follow the guidelines and user responsibilities outlined in the MOU and this manual. It is the employer's responsibility to ensure that users are prepared and capable of using E-Verify properly. Misuse of E-Verify may lead to legal liability for both employers and users.

To enroll in E-Verify, employers visit the enrollment website. This website guides employers through the enrollment process. Additional information regarding enrollment is found at www.dhs.gov/E-Verify.

Participating employers use E-Verify through an access method that is determined during the enrollment process. An access method is a type of E-Verify account that offers different features for specific types of organizations. The four access methods include: employer, E-Verify employer agent, corporate administrator and Web services.

The access methods are explained in the 'Access Method Overview.' For more information, visit the Getting Started section at www.dhs.gov/E-Verify.

ACCESS METHOD OVERVIEW	
ACCESS METHOD	**EXPLANATION**
Employer Access	**Employer plans to use E-Verify to verify its employees.** Most E-Verify participants, regardless of their business size or structure, are enrolled under the employer access method. This access method allows an employer to create cases in E-Verify for its newly hired employees and/or employees assigned to a covered federal contract.
E-Verify Employer Agent Access	**Employer agent plans to use E-Verify on behalf of its clients to verify their clients' employees.** The E-Verify employer agent access method allows an individual or company to act on behalf of other employers to create cases in E-Verify for other employers' newly hired employees and/or employees assigned to a covered federal contract.
Corporate Administrator Access	**Employer has a central office that needs to manage E-Verify use for all of its locations that access E-Verify.** Corporate administrator access is used only to manage multiple employer accounts and does not allow corporate administrator users to create and manage E-Verify cases.

Web Services Access for Employers **-or-** **Web Services Access for E-Verify Employer Agents**	**Employer plans to develop its own software to access E-Verify.** The Web services access method requires an employer to develop software that interfaces with E-Verify to verify the employment eligibility of newly hired employees and/or employees assigned to a covered federal contract. The employer's software will extract data from its existing system or an electronic Form I-9 and transmit the information to E-Verify. If a company chooses this option, it is sent the Web services Interface Control Document. The Interface Control Document contains the information used to develop and test the software interface. Both employers and E-Verify employer agents are eligible to use this access method.

REMINDER

- Follow E-Verify procedures for ALL new hires while enrolled in E-Verify.

1.4 OVERVIEW OF USER ROLES

Enrolled employers can provide their users with access to E-Verify by assigning them a user role. Permissions and functions in E-Verify granted to the user depend upon the user role. There are two types of users: general users and program administrators. Review the permissions of each user role in the 'User Role Overview' below.

General users and program administrators must successfully complete the online E-Verify tutorial before they can create or manage cases. For more information on the specific functions of each user role, see Section 6.1.

USER ROLE OVERVIEW	
USER ROLE	**PERMISSIONS**

Program Administrator (at least one required)	An employer must have at least one program administrator. The program administrator role includes functions of a general user. Permissions include: • Registering new users • Creating user accounts for other program administrators and general users • Creating and managing cases • Viewing reports • Updating profile information for other program administrators and general users • Unlocking user accounts • Closing company and user accounts
General User (optional)	An employer can have as many general users as it desires but is not required to have general users. The general user is responsible for following all E-Verify program rules and staying informed of changes to E-Verify policies and procedures. Permissions include: • Creating and managing own cases • Viewing reports • Updating his/her own user profile

1.5 USER RULES AND RESPONSIBILITIES

All E-Verify users are bound by the guidelines in the MOU and the rules and responsibilities outlined in this manual.

It is the employer's responsibility to ensure that all users understand program rules. Review these rules and responsibilities periodically with your users to ensure proper use of E-Verify and protection of employee workplace rights.

For information on E-Verify rules and responsibilities for federal contractors with the FAR E-Verify clause, refer to the 'E-Verify Supplemental Guide for Federal Contractors.'

All E-Verify users must follow the guidelines specified in the 'Rules and Responsibilities Overview.'

RULES AND RESPONSIBLITIES OVERVIEW
Employers who participate in E-Verify **MUST**: ✓ Follow E-Verify procedures for each newly hired employee while enrolled and participating in E-Verify. ✓ Notify each job applicant of E-Verify participation. ✓ Clearly display the 'Notice of E-Verify Participation' and the 'Right to Work' posters in all languages supplied by DHS. ✓ Complete Form I-9 for each newly hired employee before creating a case in E-Verify. ✓ Obtain a Social Security number (SSN) from each newly hired employee on Form I-9. ✓ Ensure that Form I-9 'List B' identity documents have a photo (Section 2.1). ✓ Create a case for each newly hired employee no later than the third business day after he or she starts work for pay. ✓ Provide each employee with notice of and the opportunity to contest a Tentative Nonconfirmation (TNC). ✓ Ensure that all personally identifiable information is safeguarded.
Employers participating in E-Verify **MUST NOT:** ✗ Use E-Verify to pre-screen an applicant for employment. ✗ Create an E-Verify case for an employee who was hired before the employer signed the E-Verify MOU. ✗ Take adverse action against an employee based on a case result unless E-Verify issues a Final Nonconfirmation. ✗ Terminate an employee during the E-Verify verification process, because he or she receives a TNC. ✗ Specify or request which Form I-9 documentation a newly hired employee must

use.

- ✖ Use E-Verify to discriminate against ANY job applicant or new hire on the basis of his or her national origin, citizenship or immigration status.
- ✖ Selectively verify the employment eligibility of a newly hired employee.
- ✖ Share any user ID and/or password.

Upon enrollment, employers are required to clearly display the 'Notice of E-Verify Participation' and 'Right to Work' posters in all languages provided by DHS; both are displayed below. Display the notices in a prominent place that is clearly visible to prospective employees and all employees that will have his or her employment eligibility verified with E-Verify. After logging in to E-Verify, both notices are found under 'View Essential Resources,' see Section 1.2. In addition, E-Verify recommends providing a copy of these posters with job application materials, either online or in hard copy.

E-VERIFY PARTICIPATION/ENROLLMENT NOTIFICATION

Notice of E-Verify Participation

Provided by DHS

Right to Work Poster

Issued by Department of Justice, the Office of Special Counsel for Immigration-Related Unfair Employment Practices

1.6 PRIVACY AND SECURITY STATEMENT

The use of E-Verify requires the collection of personally identifiable information. Employers must protect the privacy of employees who submit information to be processed through E-Verify. It is your responsibility to ensure that all personal information collected is safeguarded and used only for the purposes outlined in the MOU between E-Verify and the employer/user.

Failure to properly protect employee information can result in identity theft or fraud and can cause considerable inconvenience, harm or embarrassment to the employees or employer affected.

At a minimum, follow the steps in the 'Privacy Guidelines Overview' to protect personal information and comply with the appropriate regulations.

PRIVACY GUIDELINES OVERVIEW
▶ **Allow ONLY authorized users to use E-Verify.** Ensure that only appropriate users handle information and create cases.
▶ **SECURE access to E-Verify.** Protect passwords used to access E-Verify and ensure that unauthorized persons do not gain access to E-Verify.
▶ **PROTECT and STORE individuals' information properly.** Ensure that employee information is stored in a safe and secure location and that only authorized users have access to this information.
▶ **Discuss E-Verify results in PRIVATE.** Ensure that all case results including Tentative Nonconfirmation (TNC) and Final Nonconfirmation results are discussed in private with the employee.

REMINDER

- Ensure that all personally identifiable information is safeguarded.

2.0 INITIAL VERIFICATION

The E-Verify verification process begins with a completed Form I-9. E-Verify makes employment eligibility determinations by comparing the employee's Form I-9 information entered in E-Verify by the employer, with the information in records available to SSA and/or DHS.

When E-Verify checks the employee's information with records available to SSA and/or DHS, a case result is provided. Case results can be initial, interim or final. Proper use of E-Verify requires users to close all cases when they receive final case results.

This section outlines the steps required to create a case in E-Verify and the initial case results provided by E-Verify.

2.1 FORM I-9 AND E-VERIFY

All employers are required to ensure timely and proper completion of Form I-9 when the employee starts work for pay and to keep records of the forms on file. The Form I-9 requirements do not change for employers who are enrolled in E-Verify. With the goal of ensuring a legal workforce, employers enrolled in E-Verify have chosen to take the additional step of confirming that their employees' Form I-9 information matches government records.

To view or download Form I-9, go to the following website:

http://www.uscis.gov/I-9

For more information on Form I-9 procedures, refer to the 'View Essential Resources' link on the left navigation menu; you will find the 'Handbook for Employers: Guidance for Completing Form I-9 (M-274).'

To view or download the 'Handbook for Employers: Guidance for Completing Form I-9 (M-274),' go to the following website:

http://www.uscis.gov/files/form/m-274.pdf

For additional assistance on Form I-9, contact E-Verify Customer Support Monday through Friday 8 a.m. – 5 p.m. at 888-464-4218.

Newly hired employees must complete Section 1 of Form I-9 in its entirety on the first day of work for pay. They may complete Section 1 before this date, but only after the employee accepts an offer of employment. Under general Form I-9 practice, an employee can voluntarily provide his or her Social Security number (SSN) on Form I-9. However, because SSNs are required for employers to create E-Verify cases, all newly hired employees, including seasonal, temporary and rehires, of E-Verify employers MUST provide their SSN.

If a newly hired employee has applied for, but has not yet received an SSN (i.e., the employee is a newly arrived immigrant), attach an explanation to the employee's Form I-9 and set it aside. Allow the employee to continue to work and create a case in E-Verify using the employee's SSN as soon as it is available. If the case was not created by the third business day after the employee started work for pay, indicate the reason for this delay in E-Verify. You may choose a reason from the drop-down list or state a specific reason in the field provided.

Employers must complete Section 2 of Form I-9 in its entirety within three days of the employee's date of hire (the hire date means the first day of work for pay). To complete Section 2, examine documents presented by the employee that establish his or her identity and employment authorization. Do not specify which documents from the "List of Acceptable Documents" on Form I-9 an employee may choose to present. Employers may reject a document if it does not reasonably appear to be genuine or to relate to the person presenting it.

Some documentation establishes both identity and employment eligibility (List A). Other documentation establishes identity only (List B) or employment eligibility only (List C). Employers may accept one document from List A, or a combination of one document from List B and one document from List C.

Any 'List B' document presented to employers participating in E-Verify MUST contain a photo. However, if an employee objects to photo document requirements for religious reasons, call E-Verify at 888-464-4218. If the employee presents a U.S. Passport, Passport Card, a Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) you must obtain a copy of it and retain it with Form I-9. For more information on Form I-9 retention guidelines, refer to the 'Handbook for Employers: Guidance for Completing Form I-9 (M-274).'

RECEIPTS

If the employee presents an acceptable receipt for Form I-9 showing that he or she applied to replace a document that was lost, stolen or damaged, the employer must wait to create a case in E-Verify. When the employee provides the actual document for which the receipt was presented, the employer must update the employee's Form I-9 and then create a case in E-Verify for the employee.

Employers must create a case in E-Verify by the third business day after the employee starts work for pay if the employee presents the following receipts:

- The arrival portion of Form I-94/I-94A with a temporary I-551 stamp and a photograph of the individual.
- The departure portion of Form I-94/I-94A with a refugee admission stamp.

For more information on acceptable receipts, see the 'Handbook for Employers: Guidance for Completing Form I-9 (M-274)' or visit www.uscis.gov/i-9central.

REHIRES

While you must use E-Verify for all employees you rehire, E-Verify should never be used to reverify the employment authorization of an existing employee. E-Verify has special rules if you rehire an employee who previously provided a U.S. Passport, U.S. Passport Card, Permanent Resident Card, Alien Registration Receipt Card (Form I-551), Driver's License or State ID card for Form I-9 and the document is now expired. In these situations, there are two options:

- If you never created a case in E-Verify for the employee, you must have the employee complete a new Form I-9 and create a case in E-Verify.
- If you previously created a case in E-Verify for the rehired employee and received an employment authorized result, complete Section 3 of the employee's previous Form I-9 and do not create a new case for the employee in E-Verify. Alternatively, you may choose to complete a new Form I-9 and create a case for the employee in E-Verify. If you previously created an E-

Verify case, but did not receive an employment authorized result, you must have the employee complete a new Form I-9 and create a case in E-Verify.

REMINDER

- All newly hired employees must provide a SSN
- Do NOT specify or request which document a newly hired employee must use for Form I-9
- A 'List B' document MUST contain a photo (see exception above)
- If the employee presents a U.S. Passport, Passport Card, a Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) you must obtain a copy of it and retain it with Form I-9

2.2 CREATE A CASE

The next step is to create a case in E-Verify using the information that the employee completed on his or her Form I-9. E-Verify cases must be created no later than the third business day after the employee starts work for pay. Employers who learn that they inadvertently failed to create a case by the third business day after the employee starts work for pay should bring themselves into compliance immediately by creating a case for the employee.

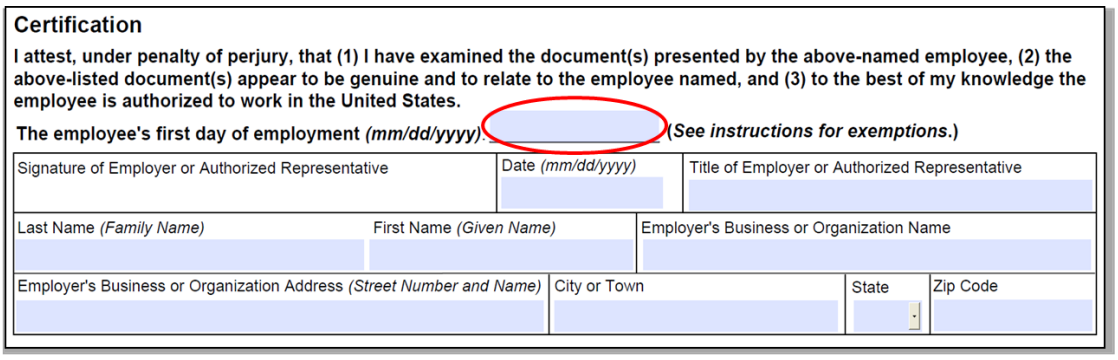
Do not create a case for an employee hired before the effective date of your MOU.

For more information on E-Verify procedures for federal contractors with the FAR E-Verify clause, refer to the 'E-Verify Supplemental Guide for Federal Contractors.'

In some cases E-Verify prompts you to check the information provided or recreate the case before it can provide a case result. This section reviews each of these scenarios in detail.

HIRE DATE

The hire date is the first day of employment in exchange for wages or other remuneration, previously referred to as the date on which the employee began employment. For the hire date in E-Verify, enter the 'employee's first day of employment' date from the 'Certification' in Section 2 of the employee's Form I-9, circled below.



Certification

I attest, under penalty of perjury, that (1) I have examined the document(s) presented by the above-named employee, (2) the above-listed document(s) appear to be genuine and to relate to the employee named, and (3) to the best of my knowledge the employee is authorized to work in the United States.

The employee's first day of employment *(mm/dd/yyyy)*: _____ *(See instructions for exemptions.)*

Signature of Employer or Authorized Representative	Date *(mm/dd/yyyy)*	Title of Employer or Authorized Representative

Last Name *(Family Name)*	First Name *(Given Name)*	Employer's Business or Organization Name

Employer's Business or Organization Address *(Street Number and Name)*	City or Town	State	Zip Code

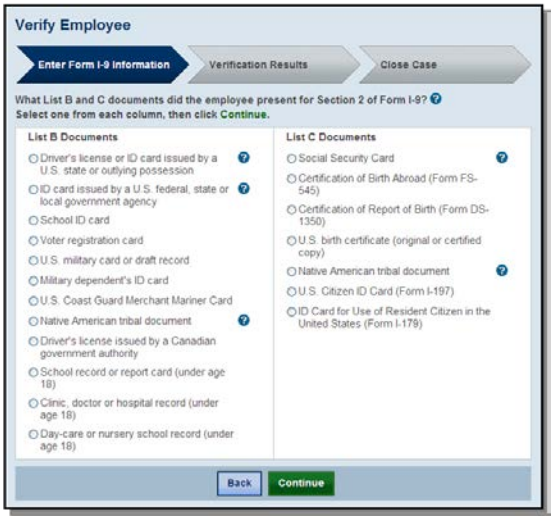
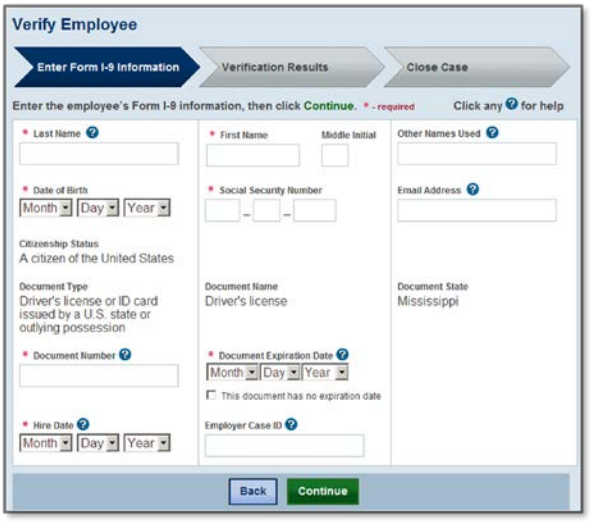
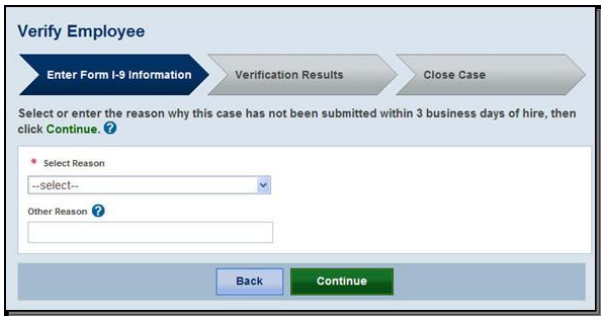
If you rehired an employee within three years of the date that his or her previous Form I-9 was completed and have completed Section 3 of Form I-9, enter the 'Date of Rehire' from Section 3 of the employee's Form I-9 as the hire date in E-Verify. If

the Form I-9 is completed after an offer and acceptance of employment, but before the actual start of work for pay, it may happen that the employee's hire date recorded on Form I-9 will change after you have created the case in E-Verify. If this happens, no additional action is required in E-Verify as you cannot change the hire date once you've created the case. You must, however, make a correction to the Section 2 'Certification' date on the employee's Form I-9 if the employee's hire date changes. Consult the 'Handbook for Employers: Guidance for Completing Form I-9 (M-274)' for more information.

Employees hired on or before November 6, 1986 are not subject to Form I-9. Therefore, employers may not create E-Verify cases for these employees based on this employment. Individuals hired for employment in the Commonwealth of the Northern Mariana Islands (CNMI) on or before November 27, 2009 are also not subject to Form I-9 and their employers may not create cases in E-Verify for them based on this employment.

To create a case, you will take the information from the employee's completed Form I-9 and enter it into E-Verify. To enter this information into E-Verify, you must first log in with your assigned user ID and password and then follow the steps outlined in 'How to Create a Case – Process Overview.'

HOW TO CREATE A CASE PROCESS OVERVIEW		
1	From the E-Verify Welcome page find 'My Cases' and click: ► **New Case**	
2	From Section 1 of the employee's Form I-9, choose the correct option. • **A citizen of the United States** • **A noncitizen national of the United States** • **A lawful permanent resident** • **An alien authorized to work** Click 'Continue' Indicate the documents provided to you for Section 2 of the employee's Form I-9. Make the appropriate selection and click 'Continue.'	

3	If you select 'List B and C documents,' E-Verify prompts you to select the documents presented by the employee from Section 2 of Form I-9 for both List B and List C. Click 'Continue' **IMPORTANT:** If you select driver's license or ID card, E-Verify will prompt you to select the document name and state. Make the appropriate selection and click 'Continue.'	
4	A red asterisk (*) indicates a required field. Using information from Sections 1 and 2 of Form I-9, enter all required information into each field. When the employee provides an email address on Form I-9, you must enter it into E-Verify. E-Verify may send the employee email notifications with information about his or her E-Verify case. **IMPORTANT:** If you select **'**An alien authorized to work' you may also be required to indicate that you are entering either the Alien number or I-94 number from the employee's Form I-9. Click 'Continue' **Employer Case ID** is an optional field for users who wish to assign an internal tracking code to a case.	
5	If an E-Verify case is not created by the third business day after the employee begins work for pay, the user must indicate the reason for the delay. Select from one of the following reasons: • **Awaiting Social Security number** • **Technical Problems** • **Audit Revealed that New Hire Was Not Run** • **Other** If you select "Other," enter a	

	specific reason in the field provided. Click 'Continue'	

Each screen provides additional information simply by clicking any help text symbol.

REMINDER

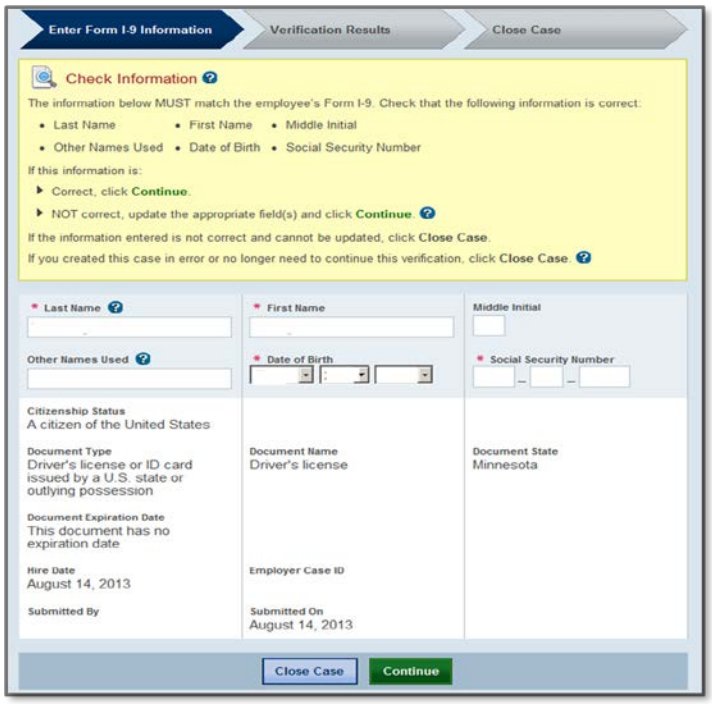
- Complete Form I-9 before creating a case in E-Verify.
- Enter the employee's email address if provided on Form I-9.
- Create cases for all newly hired employees no later than the third business day after the employee starts work for pay.

CHECK INFORMATION

If the information entered does not immediately match SSA and/or DHS records, the 'Check Information' screen appears so that you can confirm that the information was entered correctly. The user may either confirm that the information matches Form I-9 or change the information in certain fields if the information was entered incorrectly. Follow the steps in the 'Check Information – Process Overview.'

CHECK INFORMATION PROCESS OVERVIEW

►E-Verify prompts you to review and confirm that the information entered into E-Verify is correct.


Enter Form I-9 Information
Verification Results
Close Case
Check Information
The information below MUST match the employee's Form I-9. Check that the following information is correct:
• Last Name • First Name • Middle Initial
• Other Names Used • Date of Birth • Social Security Number
If this information is:
Correct, click Continue.
NOT correct, update the appropriate field(s) and click Continue.
If the information entered is not correct and cannot be updated, click Close Case.
If you created this case in error or no longer need to continue this verification, click Close Case.
* Last Name
* First Name
Middle Initial
Other Names Used
* Date of Birth
* Social Security Number
Citizenship Status
A citizen of the United States
Document Type
Driver's license or ID card issued by a U.S. state or outlying possession
Document Name
Driver's license
Document State
Minnesota
Document Expiration Date
This document has no expiration date
Hire Date
August 14, 2013
Employer Case ID
Submitted By
Submitted On
August 14, 2013
Close Case
Continue

►Confirm that the information matches Form I-9 or make changes, if needed, and click 'Continue.'

►Some fields cannot be updated. If the information entered is not correct and the information cannot be updated, you must close the case by clicking 'Close Case.' Select the case closure statement: 'The case is invalid because data entered is incorrect.'

NOTE: If you do not click 'Continue' or 'Close Case,' the case will receive a status of 'Case Incomplete.' To search for a case, see Section 4.3 'Case Alerts.'

ERROR: UNEXPIRED DOCUMENT REQUIRED

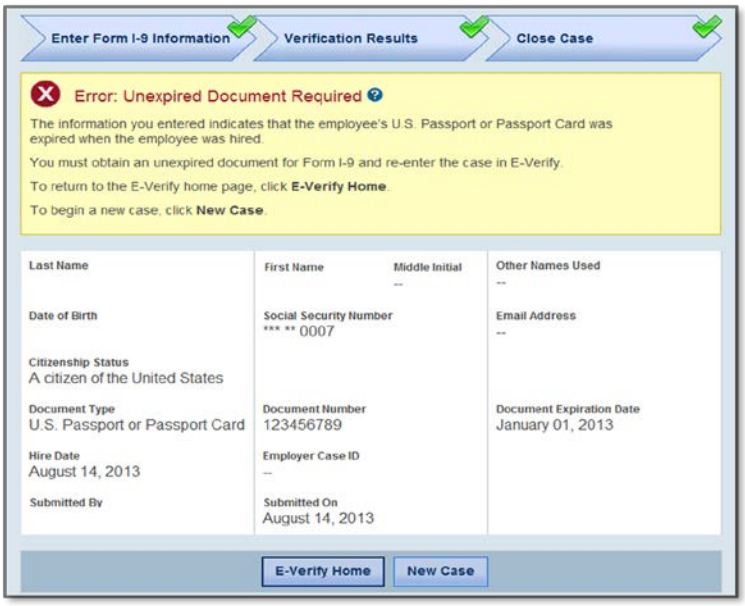
Any document presented by an employee for Form I-9 must be unexpired on its face (see exception below). If the document entered into E-Verify was expired when the employee was hired, E-Verify will reject the document information and not create a case. The employee will need to present acceptable unexpired document(s) and you will need to update Form I-9 before you can create a case in E-Verify.

Just because the employee presented an expired document does not mean that the employee is not authorized to work. E-Verify will confirm the employment eligibility of this employee once you obtain an unexpired document and create the case.

EXCEPTIONS: In limited situations, you may accept for Form I-9 a document that appears expired on its face. When a Temporary Protected Status (TPS) designation for a particular country is extended, DHS sometimes automatically extends the expiration date of Employment Authorization Documents (EAD, Form I-766) issued to affected TPS beneficiaries via notice published in the *Federal Register*. In this situation, the published notice will state the date to which the EAD has been extended. When such a document is presented for Form I-9, the expiration date is the extended date that appears in the Federal Register Notice. DHS also sometimes extends two-year Permanent Resident Cards (Form I-551) via Notice of Action Form (Form I-797). The Permanent Resident Card with Form I-797 noting the extension can be presented as a List C document for Form I-9. In all other instances, the document presented with Form I-9 must be unexpired at the time the employee is hired.

ERROR: UNEXPIRED DOCUMENT REQUIRED PROCESS OVERVIEW

►E-Verify prompts an 'Error: Unexpired Document Required' case result.


Enter Form I-9 Information
Verification Results
Close Case
Error: Unexpired Document Required
The information you entered indicates that the employee's U.S. Passport or Passport Card was expired when the employee was hired.
You must obtain an unexpired document for Form I-9 and re-enter the case in E-Verify.
To return to the E-Verify home page, click E-Verify Home.
To begin a new case, click New Case.
Last Name
First Name
Middle Initial
Other Names Used
Date of Birth
Social Security Number
*** ** 0007
Email Address
Citizenship Status
A citizen of the United States
Document Type
U.S. Passport or Passport Card
Document Number
123456789
Document Expiration Date
January 01, 2013
Hire Date
August 14, 2013
Employer Case ID
Submitted By
Submitted On
August 14, 2013
E-Verify Home
New Case

►Obtain an unexpired document from the employee for Form I-9.

►Click 'New Case' and enter the employee's unexpired Form I-9 document information.

IMPORTANT: An expired document presented for Form I-9 does NOT mean that the employee is not authorized to work in the United States. Obtain an unexpired document and then re-enter the case in E-Verify. E-Verify will then return a case result for this employee.

E-VERIFY PHOTO MATCHING

Photo matching occurs while a case is being created in E-Verify. It prompts users to compare an employee's List A photo document presented for Form I-9 with a photo displayed on the E-Verify screen. This helps ensure that the document provided matches records available to DHS.

The photo matching step happens automatically when you create a case for an employee who has presented a U.S. Passport, Passport Card, Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) for Form I-9 completion. When the employee presents one of these documents, employers must copy the document and retain it with Form I-9. If the employee's Form I-9 information matches records available to DHS, E-Verify displays the employee's photo from the document presented.

Matching photos is easy—simply compare the photo displayed by E-Verify to the photo on the employee's actual document or a copy of the employee's document and determine if the photos are reasonably identical. The photos should be identical with only minor variations in shading and detail between the two photos based upon the age and wear of the employee's document and the quality of your computer monitor.

A watermark has been added to the photo displayed in E-Verify to prevent unauthorized use. The photo on the document presented by the employee will not have a watermark. Absence of a watermark on the document photo does not mean that it is not authentic.

Do not compare the photo displayed by E-Verify to the actual employee. Direct comparison between the document and the individual should have occurred during Form I-9 completion, prior to using E-Verify. The 'Photo Matching - Process Overview' provides a summary.

PHOTO MATCHING PROCESS OVERVIEW

►E-Verify prompts you to compare a photo displayed in E-Verify with the employee's Form I-9 photo document. You must obtain a copy of the employee's document and retain it with Form I-9.

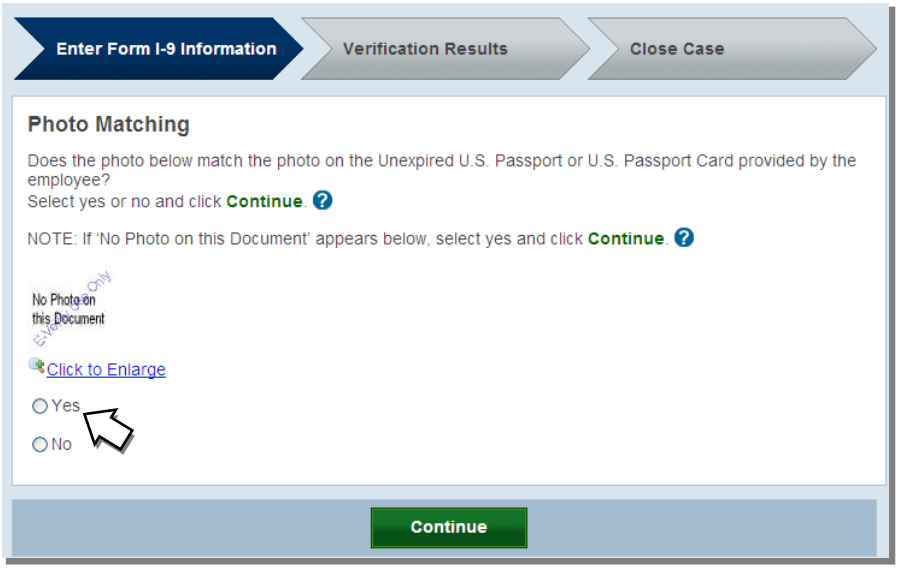
►Account for minor variations in shading and detail between the two photos and select Yes or No.

Enter Form I-9 Information
Verification Results
Close Case
Photo Matching
Does the photo below match the photo on the Unexpired U.S. Passport or U.S. Passport Card provided by the employee?
Select yes or no and click Continue.
NOTE: If 'No Photo on this Document' appears below, select yes and click Continue.
Click to Enlarge
Yes
No
Continue

►Yes – the photo on the employee's actual document or a copy matches the photo displayed by E-Verify. Clothing, hair style, facing direction and appearance on the card should be identical to the photo displayed by E-Verify.

►No – the photo on the employee's actual document or a copy does not match the photo displayed in E-Verify.

NOTE: If 'No Photo on this Document' appears, select Yes.


Enter Form I-9 Information
Verification Results
Close Case
Photo Matching
Does the photo below match the photo on the Unexpired U.S. Passport or U.S. Passport Card provided by the employee?
Select yes or no and click Continue.
NOTE: If 'No Photo on this Document' appears below, select yes and click Continue.
No Photo on this Document
Click to Enlarge
Yes
No
Continue

►Click 'Continue.'

NOTE: If you do not make a selection and click 'Continue,' the case will receive a status of 'Photo Matching Required.' To search for a case, see Section 4.3 'Case Alerts.'

IMPORTANT: Compare the photo displayed in E-Verify with the employee's Form I-9 photo document, not to the actual employee.

After a selection is made, one of the following case results will appear:

- EMPLOYMENT AUTHORIZED, Section 2.4
- DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.3

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

REMINDER

- Employees always have a choice of which acceptable documents to present for Form I-9; you may NOT require workers to present documents that activate photo matching
- Keep copies of all U.S. Passports, Passport Cards, Permanent Resident Cards (Form I-551) and Employment Authorization Documents (Form I-766) presented by employees and retain them with Form I-9
- The photo will display automatically in E-Verify during the verification process
- Only compare the employee's Form I-9 photo document to the photo displayed in E-Verify

2.3 INITIAL CASE RESULTS

E-Verify checks information entered by the employer against records available to SSA and/or DHS. Once a case is created, a result is displayed. Initial case results are displayed in the 'Initial Case Results – Overview.' If you make a mistake after creating a case, you must close the case (see Section 4.2).

INITIAL CASE RESULTS OVERVIEW	
Employment Authorized	The employee's information matched records available to SSA and/or DHS. It's that easy!
SSA or DHS Tentative Nonconfirmation (TNC)	Information does not initially match records available to SSA and/or DHS. Additional action is required. For more information, see Section 3.0 'Interim Case Results.'
DHS Verification In Process	This case is referred to DHS for further verification.

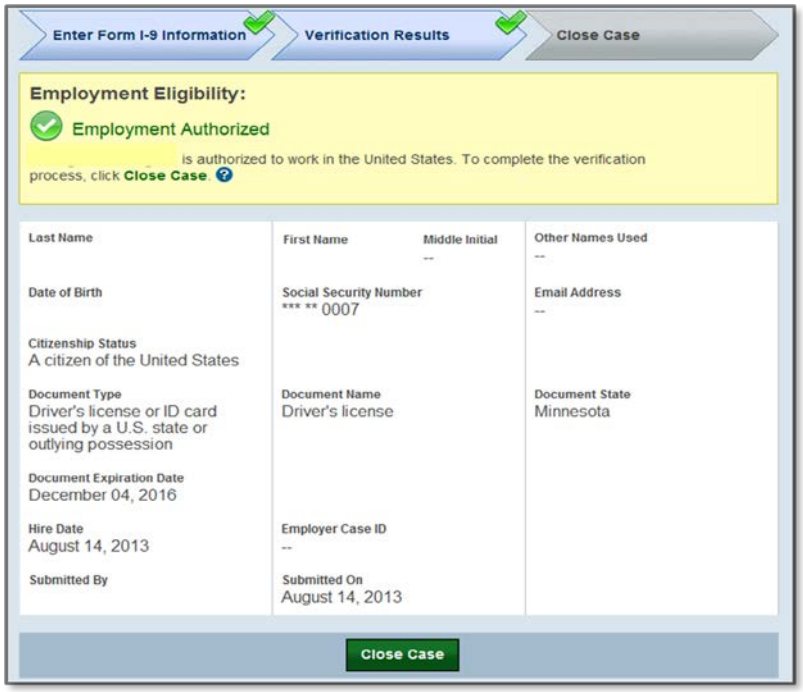
2.4 EMPLOYMENT AUTHORIZED

An initial case result of 'Employment Authorized' is the most common and simple case result in E-Verify. 'Employment Authorized' means that the information entered into E-Verify matched records available to SSA and/or DHS and that E-Verify confirmed the employment eligibility of the employee whose information was entered. It's that easy! However, a case that is 'Employment Authorized' is still considered incomplete until it is closed.

Follow the steps outlined in the 'Employment Authorized - Process Overview.'

EMPLOYMENT AUTHORIZED PROCESS OVERVIEW

►Receive case result 'Employment Authorized.'



►Check the information in E-Verify against the employee's Form I-9.

►Close Case.

A case result of 'Employment Authorized' requires the important step of closing the case. You must close each case; this does not happen automatically. Closing the

case removes it from the active cases or the 'Open Cases to be Closed' list. To close each case, follow the steps outlined in Section 4.2 'Close Case.'

EMPLOYMENT AUTHORIZED SUMMARY

EMPLOYER ACTION

- Enter Form I-9 information into E-Verify
- Receive 'Employment Authorized' case result
- Ensure that the information displayed in E-Verify matches the employee's Form I-9
- Close case

EMPLOYEE ACTION

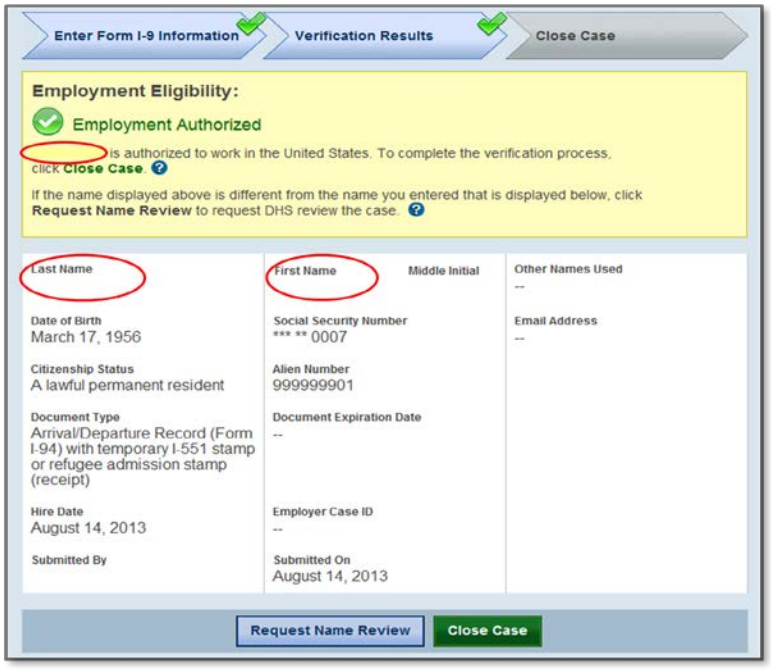
- NONE

REQUEST NAME REVIEW

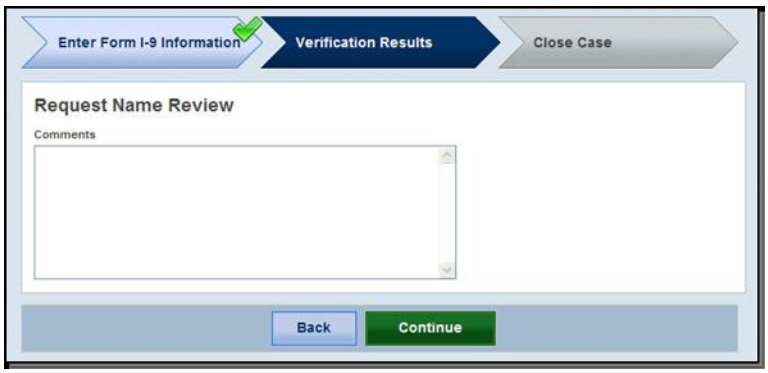
In some cases E-Verify issues a case result of 'Employment Authorized,' but the name returned in E-Verify does not match exactly the name on Form I-9. This happens when the information matches, but there are name variations in DHS records. In this case, request a review of the employee's name so E-Verify can issue a final case result. To request a name review follow the steps outlined in the 'Request Name Review - Process Overview.'

IMPORTANT: Do not use this functionality in a discriminatory manner (e.g., based on an individual's race, national origin or ethnicity).

REQUEST NAME REVIEW PROCESS OVERVIEW
►Compare the name displayed in the yellow box with the name you entered which is shown in the white box.
►If the names match, click 'Close Case.'
►If the names do not match, request DHS review of the case by clicking 'Request Name Review.'



►Enter the specific reason for the name review request into the 'Comments' field.



►Click 'Continue.'

A case sent to DHS for name review will be updated with one of the following results:

- ♦ EMPLOYMENT AUTHORIZED, Section 2.4
- ♦ DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.3

Each case result requires different actions or steps to continue or close the case. These actions are outlined in the case result sections throughout this manual.

REQUEST NAME REVIEW SUMMARY

EMPLOYER ACTION

- Determine if a name review is required (if not, close case)
- Click 'Continue'
- Input reason for name review request in 'Comments' field
- Click 'Continue'

- Follow steps outlined in 'DHS Verification in Process'

EMPLOYEE ACTION

- NONE

TENTATIVE NONCONFIRMATION (TNC)

A TNC case result means that the information entered into E-Verify from Form I-9 differs from records available to SSA and/or DHS. E-Verify identifies the agency associated with the mismatch when the TNC result is provided.

An SSA TNC means that the information entered into E-Verify does not match SSA records. The section below outlines the specific steps required when this case result occurs. Included are descriptions of additional interim case results from SSA and actions the employee will need to take to resolve the TNC.

A DHS TNC means that the information entered into E-Verify does not match records available to DHS. The section below outlines the specific steps required when this case result occurs. Included are descriptions of additional interim case results from DHS and actions the employee will need to take to resolve the TNC.

Section 3.0 'Interim Case Results' provides details and actions required of the employer when you receive a TNC.

2.5 DHS VERIFICATION IN PROCESS

A case result of 'DHS Verification in Process' means that the information did not match records available to DHS. The case is automatically referred to DHS for further verification. No action is required by you at this time. DHS will respond to most of these cases within 24 hours, although some responses may take up to 3 Federal Government working days. Check E-Verify daily for a response. Follow the steps outlined in the 'DHS Verification in Process – Process Overview.'

IMPORTANT: Federal law prohibits employers from taking any adverse action against an employee because his or her case receives a 'DHS Verification in Process' case result.

DHS VERIFICATION IN PROCESS PROCESS OVERVIEW

►E-Verify displays 'DHS Verification in Process' case result.

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
DHS Verification in Process
View/Print Case Details
E-Verify needs additional time to verify the employment eligibility of this employee. This case has been referred to DHS for further verification. No action is necessary at this point.
Check back periodically for a case status update. The employee should continue to work until E-Verify provides a final response.

►Check E-Verify for changes to case results.

►DHS may take 3 Federal Government working days to respond.

►Follow the next step based on the case result provided.

After the 3 Federal Government working days a 'DHS Verification in Process' case result will provide one the following case results:

- ♦ EMPLOYMENT AUTHORIZED, Section 2.4
- ♦ DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.3
- ♦ DHS CASE IN CONTINUANCE, Section 3.4

Each case result requires different actions or steps to continue or close the case. These actions are outlined in the case result sections throughout this manual.

DHS VERIFICATION IN PROCESS SUMMARY

EMPLOYER ACTION

- Check E-Verify for case result updates
- Follow next steps based on case result provided

EMPLOYEE ACTION

- NONE

3.0 INTERIM CASE RESULTS

An interim case result requires additional action before E-Verify will provide a final case result and you can complete the verification process. Interim case results are displayed in the 'Interim Case Results – Overview.'

INTERIM CASE RESULTS OVERVIEW	
SSA or DHS Tentative Nonconfirmation (TNC)	Information did not match records available to SSA and/or DHS. Additional action is required.
Review and Update Employee Data	Review, update and resubmit the employee's Form I-9 information.
DHS Verification In Process	This case is referred to DHS for further verification. See Section 2.5 for more information.
SSA or DHS Case in Continuance	The employee has visited an SSA field office or contacted DHS, but more time is needed to determine a final case result.

IMPORTANT: Federal law prohibits employers from terminating employment of an employee because of an interim case result until the TNC becomes a Final Nonconfirmation.

3.1 SSA TENTATIVE NONCONFIRMATION (TNC)

An 'SSA Tentative Nonconfirmation (TNC)' results when the information submitted in E-Verify does not initially match SSA records. An SSA TNC does not necessarily mean that the employee is not authorized to work in the United States; however additional action is required.

An SSA TNC case result may occur because the employee's:

- Citizenship or immigration status was not updated with SSA
- Name change was not reported to SSA
- Name, Social Security number or date of birth is incorrect in SSA records
- SSA record contains another type of mismatch
- Information was not entered correctly by the employer

The employee must be notified of this result as soon as possible by following the steps in the 'Notify Employee of SSA TNC – Process Overview.'

NOTIFY EMPLOYEE OF SSA TNC

You must promptly notify the employee of the 'SSA Tentative Nonconfirmation (TNC)' case result. All case results should be discussed with the employee in a private setting.

When notified of the SSA TNC, the employee chooses to contest or not contest the case result. In either case, the employee acknowledges his or her decision on the SSA TNC Further Action Notice. When an employee chooses to contest an SSA TNC,

the employee is required to visit an SSA field office within 8 Federal Government working days to resolve the TNC.

IMPORTANT: An employer may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because the employee received a TNC until the TNC becomes a Final Nonconfirmation.

If the employee chooses not to contest the SSA TNC, the employer may terminate employment with no civil or criminal liability as noted in Article II, Section C, paragraph 6 – Responsibilities of the Employer in the MOU.

If the employee chooses not to contest the SSA TNC, the case automatically becomes a Final Nonconfirmation. The employer may close the case in E-Verify and the employer can terminate employment without penalty. For more information, see Section 4.2 'Close Case.'

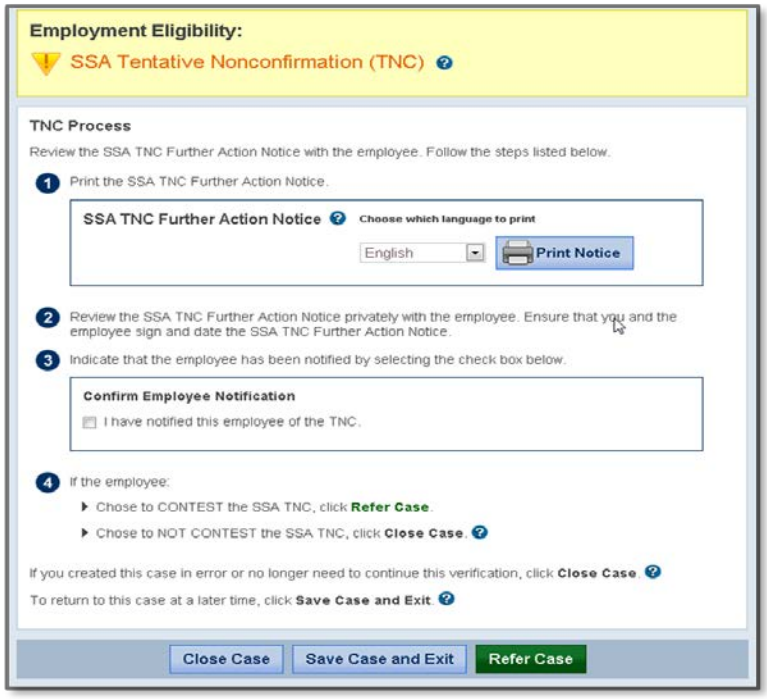
To notify an employee of the SSA TNC case result, follow the steps outlined in the 'Notify Employee of SSA TNC - Process Overview.'

NOTIFY EMPLOYEE OF SSA TNC PROCESS OVERVIEW

►Receive SSA TNC case result.

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
SSA Tentative Nonconfirmation (TNC)
The citizenship status selected for this employee did not match SSA records.
This does NOT necessarily mean that the employee is not authorized to work in the United States; however, additional action is required.
Employers must allow the employee to contest a TNC and may not take adverse action against the employee because of the TNC while the employee is contesting the TNC and the E-Verify case is pending.
To begin the TNC process click, Continue.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Continue

►Click 'Continue.'


Employment Eligibility:
SSA Tentative Nonconfirmation (TNC)
TNC Process
Review the SSA TNC Further Action Notice with the employee. Follow the steps listed below.
1 Print the SSA TNC Further Action Notice.
SSA TNC Further Action Notice
Choose which language to print
English
Print Notice
2 Review the SSA TNC Further Action Notice privately with the employee. Ensure that you and the employee sign and date the SSA TNC Further Action Notice.
3 Indicate that the employee has been notified by selecting the check box below.
Confirm Employee Notification
I have notified this employee of the TNC.
4 If the employee:
Chose to CONTEST the SSA TNC, click Refer Case.
Chose to NOT CONTEST the SSA TNC, click Close Case.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Refer Case

►Select either English or Spanish and print the SSA TNC Further Action Notice.

►Confirm that all information listed on the top of the SSA TNC Further Action Notice is correct. If information is incorrect, close the case and create a new case for the employee. When you close the original case, select the case closure statement, 'The case is invalid because the data entered is incorrect.'

►Review the SSA TNC Further Action Notice with the employee in private and follow the

instructions found on Page 1 of the SSA TNC Further Action Notice.

If the employee cannot read, you must read the SSA TNC Further Action Notice to the employee. If the employee does not speak English as his or her primary language and has a limited ability to read or understand the English language, provide the employee with a translated version of the Further Action Notice in the appropriate language, which is available in 'View Essential Resources.'

IMPORTANT: You may provide the SSA TNC Further Action Notice to the employee in person, by fax, email, overnight or next-day delivery service, as long as you take proper precautions to ensure the employee's information is protected.

►Indicate that the employee has been notified by selecting the box 'Confirm Employee Notification.'

You must confirm whether the employee decided to contest or not contest the SSA TNC by following the steps in the 'Confirm Employee Decision – Process Overview.'

NOTIFY EMPLOYEE OF SSA TNC SUMMARY

EMPLOYER ACTION

- Privately notify employee of the SSA TNC
- Print, review, sign and date SSA TNC Further Action Notice

EMPLOYEE ACTION

- Confirm that the information on the SSA TNC Further Action Notice is correct

CONFIRM EMPLOYEE DECISION

After being notified of the 'SSA Tentative Nonconfirmation (TNC),' the employee chooses to contest or not contest the case result and acknowledges his or her decision on the SSA TNC Further Action Notice. An employee who chooses to contest an SSA TNC is referred to the SSA. Follow the steps outlined in the 'Confirm Employee Decision – Process Overview.'

CONFIRM EMPLOYEE DECISION PROCESS OVERVIEW

►Instruct the employee to indicate on the SSA TNC Further Action Notice whether he or she will contest the SSA TNC by signing and dating Page 2.

►Sign and date Page 1 of the SSA TNC Further Action Notice as the employer.

►Provide the employee a copy of the signed SSA TNC Further Action Notice in English (and a translated version, if appropriate).

►Attach the original signed SSA TNC Further Action Notice to the employee's Form I-9.

►Take next action in E-Verify based on employee decision to contest or not contest SSA TNC.

CONFIRM EMPLOYEE DECISION SUMMARY

EMPLOYER ACTION

- Instruct employee to indicate his or her decision to contest or not contest, sign and date SSA TNC Further Action Notice, then sign and date as the employer
- Provide to employee a copy of signed SSA TNC Further Action Notice in English (and a translated version, if appropriate)

- Keep original signed SSA TNC Further Action Notice on file with Form I-9
- Take next action based on employee decision to contest or not contest SSA TNC

EMPLOYEE ACTION

- Decide to contest or not contest and indicate choice on SSA TNC Further Action Notice
- Acknowledge SSA TNC case result by signing and dating SSA TNC Further Action Notice
- Take next action based on decision to contest or not to contest

REFER EMPLOYEE TO SSA

An employee who chooses to contest the SSA TNC must visit an SSA field office within 8 Federal Government working days to begin resolving the TNC. Provide the Referral Date Confirmation from E-Verify to the employee. The Referral Date Confirmation provides the date by which the employee must visit SSA. The employee must bring the SSA TNC Further Action Notice when he or she visits an SSA field office. Federal Government working days are Monday through Friday except for federal holidays.

You may not terminate, suspend, delay training, withhold pay, lower pay or take any other adverse action against an employee because of the employee's decision to contest an SSA TNC until the TNC becomes a Final Nonconfirmation.

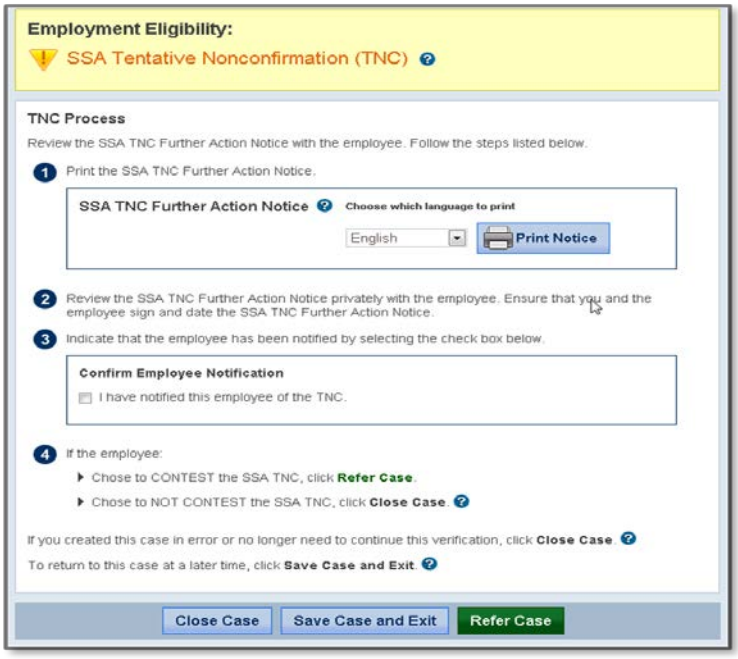
Follow the steps outlined in the 'Refer Employee to SSA – Process Overview' to complete the TNC process.

REFER EMPLOYEE TO SSA PROCESS OVERVIEW

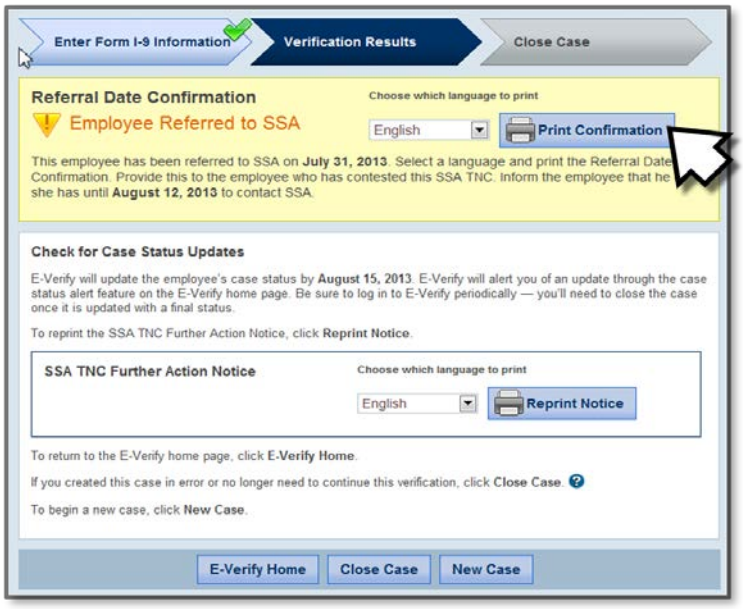
►If the employee chooses to contest the SSA TNC, click 'Refer Case.'

NOTE: The employee's obligation to visit an SSA field office within 8 Federal Government working days begins when you click 'Refer Case.'

►If the employee chooses not to contest, click 'Close Case' and follow steps in Section 4.2 'Close Case.'


Employment Eligibility:
SSA Tentative Nonconfirmation (TNC)
TNC Process
Review the SSA TNC Further Action Notice with the employee. Follow the steps listed below.
1 Print the SSA TNC Further Action Notice.
SSA TNC Further Action Notice
Choose which language to print
English
Print Notice
2 Review the SSA TNC Further Action Notice privately with the employee. Ensure that you and the employee sign and date the SSA TNC Further Action Notice.
3 Indicate that the employee has been notified by selecting the check box below.
Confirm Employee Notification
I have notified this employee of the TNC.
4 If the employee:
Chose to CONTEST the SSA TNC, click Refer Case.
Chose to NOT CONTEST the SSA TNC, click Close Case.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Refer Case

►Select the Referral Date Confirmation in either English or Spanish and click 'Print Confirmation.'


Enter Form I-9 Information
Verification Results
Close Case
Referral Date Confirmation
Employee Referred to SSA
Choose which language to print
English
Print Confirmation
This employee has been referred to SSA on July 31, 2013. Select a language and print the Referral Date Confirmation. Provide this to the employee who has contested this SSA TNC. Inform the employee that he she has until August 12, 2013 to contact SSA.
Check for Case Status Updates
E-Verify will update the employee's case status by August 15, 2013. E-Verify will alert you of an update through the case status alert feature on the E-Verify home page. Be sure to log in to E-Verify periodically — you'll need to close the case once it is updated with a final status.
To reprint the SSA TNC Further Action Notice, click Reprint Notice.
SSA TNC Further Action Notice
Choose which language to print
English
Reprint Notice
To return to the E-Verify home page, click E-Verify Home.
If you created this case in error or no longer need to continue this verification, click Close Case.
To begin a new case, click New Case.
E-Verify Home
Close Case
New Case

►Provide the Referral Date Confirmation to the employee.

If the employee cannot read, you must read the Referral Date Confirmation to the employee. If the employee does not speak English as his or her primary language and has a limited ability to read or understand the English language, provide the employee with a translated version of this confirmation in the appropriate language, which is available in View Essential Resources.

►Attach a copy of the Referral Date Confirmation to the employee's Form I-9.

►Check E-Verify for case updates and follow steps based on next case result.

IMPORTANT: You should ONLY close the case when E-Verify provides a final case result or if you no longer need to continue to verify the employment eligibility of the employee.

SSA has 10 Federal Government working days to update the case result in E-Verify. You should check E-Verify periodically for an update in case result. A case referred to SSA is updated with one the following results:

- ♦ EMPLOYMENT AUTHORIZED, Section 2.4
- ♦ SSA FINAL NONCONFIRMATION, Section 4.1
- ♦ SSA CASE IN CONTINUANCE, Section 3.4
- ♦ DHS VERIFICATION IN PROCESS, Section 2.5
- ♦ REVIEW AND UPDATE EMPLOYEE DATA, Section 3.2

Each case result requires different actions or steps to continue or close the case. These actions are outlined in the case result sections throughout this manual.

REFER EMPLOYEE TO SSA SUMMARY

EMPLOYER ACTION

- Print the Referral Date Confirmation, provide it to the employee and attach a copy to the employee's Form I-9
- Check E-Verify for case result updates and follow steps based on case result

provided

EMPLOYEE ACTION

- Visit an SSA field office within 8 Federal Government working days and present the SSA TNC Further Action Notice and applicable original documents listed on Page 2 of the SSA TNC Further Action Notice
- SSA instructs employee of next steps

3.2 REVIEW AND UPDATE EMPLOYEE DATA

In some instances, a case result of 'Review and Update Employee Data' occurs, and you will receive a prompt to review and update the employee's information. This means that SSA found a discrepancy in the information it received in the E-Verify referral.

A 'Review and Update Employee Data' case result occurs for reasons including typographical errors and/or incorrect information provided on Form I-9. This case result does not mean that the employee is not authorized to work.

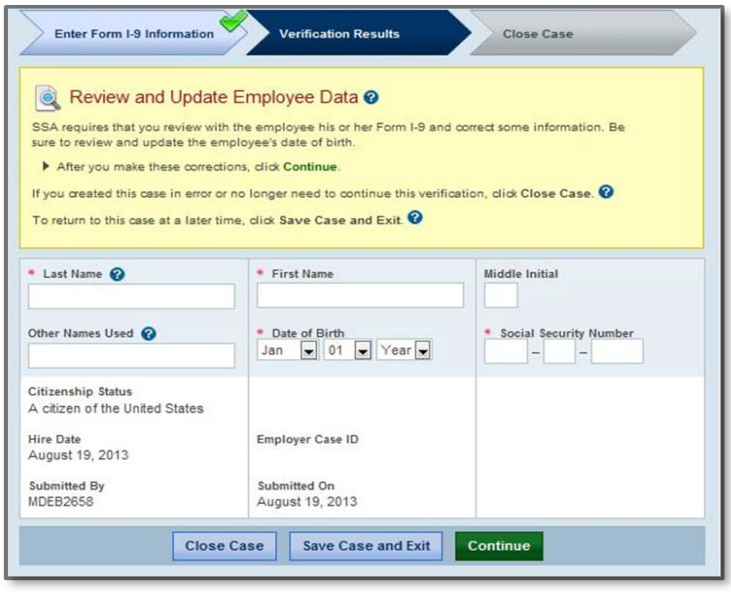
This requires you to review Form I-9 with the employee, correct the information and update the case by following the steps provided in the 'Review and Update Employee Data - Process Overview.'

REVIEW AND UPDATE EMPLOYEE DATA PROCESS OVERVIEW

►Review the accuracy of the information provided on Form I-9 with the employee. If the employee made a mistake on Form I-9, correct and update.

►If necessary, modify the employee's information in the fields provided.

IMPORTANT: You may update a case one time. Ensure that the changes are correct before updating the case.


Enter Form I-9 Information
Verification Results
Close Case
Review and Update Employee Data
SSA requires that you review with the employee his or her Form I-9 and correct some information. Be sure to review and update the employee's date of birth.
After you make these corrections, click Continue.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
* Last Name
* First Name
Middle Initial
Other Names Used
* Date of Birth
Jan
01
Year
* Social Security Number
Citizenship Status
A citizen of the United States
Hire Date
August 19, 2013
Employer Case ID
Submitted By
MDEB2658
Submitted On
August 19, 2013
Close Case
Save Case and Exit
Continue

►Click 'Continue.'

►Follow next steps based on the case result provided.

A case that is resubmitted to SSA is updated with one of the following case results:

- ♦ EMPLOYMENT AUTHORIZED, Section 2.4
- ♦ DHS VERIFICATION IN PROCESS, Section 2.5
- ♦ DHS TENTATIVE NONCONFIRMATION (TNC), Section 3.3
- ♦ SSA FINAL NONCONFIRMATION, Section 4.1

Each case result requires different actions or steps to continue the case. These actions are outlined in the case result sections throughout this manual.

REVIEW AND UPDATE EMPLOYEE DATA SUMMARY

EMPLOYER ACTION

- Review the information on Form I-9 and E-Verify with the employee for accuracy
- Access the employee's case
- If necessary, modify the employee's information in the fields provided
- Click 'Continue'
- Follow steps based on case result provided

EMPLOYEE ACTION

- Ensure that the information found on Form I-9 is accurate

3.3 DHS TENTATIVE NONCONFIRMATION (TNC)

A 'DHS Tentative Nonconfirmation (TNC)' results when the information submitted in E-Verify does not initially match records available to DHS. A DHS TNC does not necessarily mean that the employee is not authorized to work in the United States; however, additional action is required to resolve the TNC.

A DHS TNC case result occurs because the employee's:

- Name, Alien number, I-94 number and/or foreign passport number are incorrect in DHS records
- U.S. Passport, Passport Card, driver's license, foreign passport or state ID card information could not be verified
- Information was not updated in the employee's DHS records
- Citizenship or immigration status changed
- Record contains another type of error
- Information was not entered correctly by the employer

The employee must be notified of this result as soon as possible by following the steps in 'Notify Employee of DHS TNC – Process Overview.'

NOTIFY EMPLOYEE OF DHS TNC

You must promptly notify the employee of the 'DHS Tentative Nonconfirmation (TNC)' case result. All case results should be discussed with the employee in a private setting.

When notified of the DHS TNC, the employee chooses to contest or not contest the case result. In either case, the employee acknowledges his or her decision on the DHS TNC Further Action Notice. When an employee chooses to contest a DHS TNC, the employee is responsible for contacting DHS within 8 Federal Government working days.

IMPORTANT: An employer may not terminate, suspend, delay training, withhold or lower pay, or take any other adverse action against an employee because the employee received a TNC until the TNC becomes a Final Nonconfirmation.

If the employee chooses not to contest the DHS TNC, the employer may terminate employment with no civil or criminal liability as noted in Article II, Section C paragraph 6 – Responsibilities of the Employer in the MOU. If the employee chooses not to contest the DHS TNC, the case automatically becomes a Final Nonconfirmation and the employer may close the case in E-Verify and the employer can terminate employment without penalty. For more information, see Section 4.2 'Close Case.'

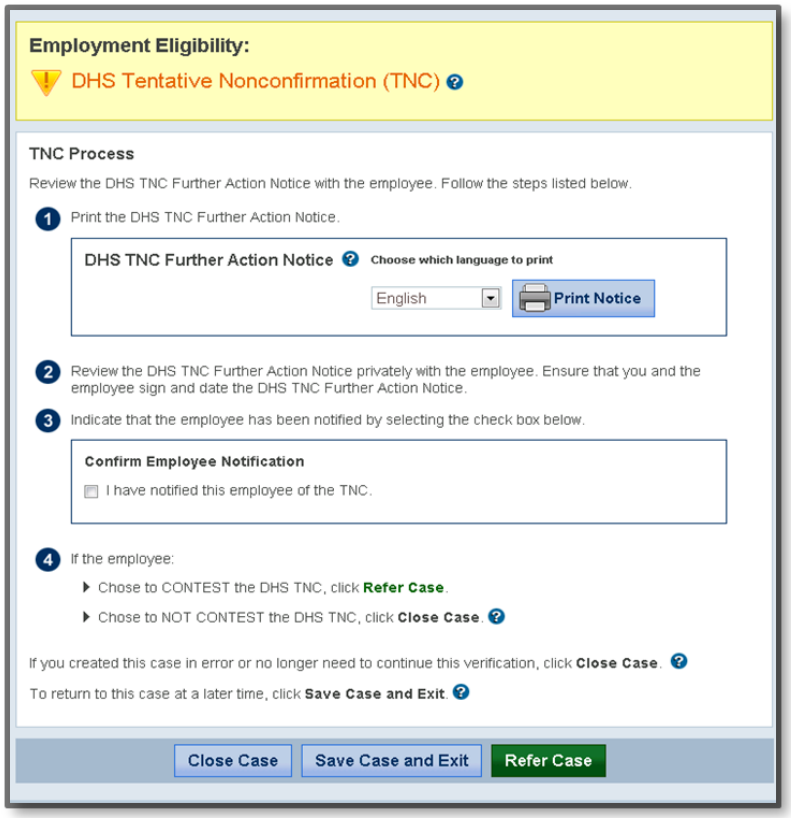
To notify an employee of the DHS TNC case result, follow the steps outlined in the 'Notify Employee of DHS TNC - Process Overview.'

NOTIFY EMPLOYEE OF DHS TNC PROCESS OVERVIEW

►Receive DHS TNC case result.

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
DHS Tentative Nonconfirmation (TNC)
The employee's information did not match U.S. Department of Homeland Security (DHS) records.
This does NOT necessarily mean that the employee is not authorized to work in the United States; however, additional action is required.
Employers must allow the employee to contest a TNC and may not take adverse action against the employee because of the TNC while the employee is contesting the TNC and the E-Verify case is pending.
To begin the TNC process, click Continue.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Continue

►Click 'Continue.'


Employment Eligibility:
DHS Tentative Nonconfirmation (TNC)
TNC Process
Review the DHS TNC Further Action Notice with the employee. Follow the steps listed below.
1 Print the DHS TNC Further Action Notice.
DHS TNC Further Action Notice
Choose which language to print
English
Print Notice
2 Review the DHS TNC Further Action Notice privately with the employee. Ensure that you and the employee sign and date the DHS TNC Further Action Notice.
3 Indicate that the employee has been notified by selecting the check box below.
Confirm Employee Notification
I have notified this employee of the TNC.
4 If the employee:
Chose to CONTEST the DHS TNC, click Refer Case.
Chose to NOT CONTEST the DHS TNC, click Close Case.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Refer Case

►Select either English or Spanish and print the DHS TNC Further Action Notice.

►Confirm that all information listed on the top of the DHS TNC Further Action Notice is correct. If information is incorrect, close the case and create a new case for the employee. When you close the original case, select the case closure statement, 'The case is invalid because the data entered is incorrect.'

►Review the DHS TNC Further Action Notice with the employee in private and follow the instructions found on Page 1 of the DHS TNC Further Action Notice.

If the employee cannot read, you must read the DHS TNC Further Action Notice to the employee. If the employee does not speak English as his or her primary language and has a limited ability to read or understand the English language, provide the employee with a translated version of the Further Action Notice in the appropriate language, which is available in 'View Essential Resources.'

IMPORTANT: You may provide the DHS TNC Further Action Notice to the employee in person, by fax, email, overnight or next-day delivery service, as long as you take proper precautions to ensure the employee's information is protected.

►Indicate that the employee has been notified by selecting the box 'Confirm Employee Notification.'

You must confirm whether the employee decided to contest or not contest the DHS TNC by following the steps in the 'Confirm Employee Decision – Process Overview.'

NOTIFY EMPLOYEE OF DHS TNC SUMMARY

EMPLOYER ACTION

- Privately notify employee of the DHS TNC
- Print, review, sign and date DHS TNC Further Action Notice

EMPLOYEE ACTION

- Confirm that the information on the DHS TNC Further Action Notice is correct

CONFIRM EMPLOYEE DECISION

After being notified of the 'DHS Tentative Nonconfirmation (TNC),' the employee chooses to contest or not contest the case result and acknowledges his or her decision on the DHS TNC Further Action Notice. An employee who chooses to contest a DHS TNC is referred to DHS. Follow the steps outlined in the 'Confirm Employee Decision – Process Overview.'

CONFIRM EMPLOYEE DECISION PROCESS OVERVIEW
►Instruct the employee to indicate on the DHS TNC Further Action Notice whether he or she will contest the DHS TNC by signing and dating Page 2.
►Sign and date Page 1 of the DHS TNC Further Action Notice as the employer.
►Provide the employee a copy of the signed DHS TNC Further Action Notice in English (and a translated version, if appropriate).
►Attach the original signed DHS TNC Further Action Notice to the employee's Form I-9.
►Take next action in E-Verify based on employee decision to contest or not contest DHS TNC.

CONFIRM EMPLOYEE DECISION SUMMARY

EMPLOYER ACTION

- Instruct employee to indicate his or her decision to contest or not contest, sign and date DHS TNC Further Action Notice, then sign and date as the employer
- Provide to employee a copy of signed DHS TNC Further Action Notice in English (and a translated version, if appropriate)
- Keep original signed DHS TNC Further Action Notice on file with Form I-9
- Take next action based on employee decision to contest or not contest DHS TNC

EMPLOYEE ACTION

- Decide to contest or not contest and indicate choice on signed DHS TNC Further Action Notice
- Acknowledge DHS TNC case result by signing and dating DHS TNC Further Action Notice
- Take next action based on decision to contest or not to contest

REFER EMPLOYEE TO DHS

An employee who chooses to contest the DHS TNC must contact DHS within 8 Federal Government working days to begin resolving the TNC. You must provide the Referral Date Confirmation from E-Verify to the employee. The Referral Date Confirmation provides the date by which the employee must call DHS. The employee must have the DHS TNC Further Action Notice when he or she calls DHS. Federal Government working days are Monday through Friday except for federal holidays.

If the employer fails to match photos during E-Verify photo matching, a photo mismatch TNC may occur. A photo mismatch TNC requires an additional step but

follows the same guidelines of any TNC. If the employee chooses to contest the photo mismatch TNC the employee must be referred to DHS, and you must send a copy of the Form I-9 photo document to E-Verify.

You may not terminate, suspend, delay training, withhold pay, lower pay or take any other adverse action against an employee because of the employee's decision to contest a TNC until the TNC becomes a Final Nonconfirmation.

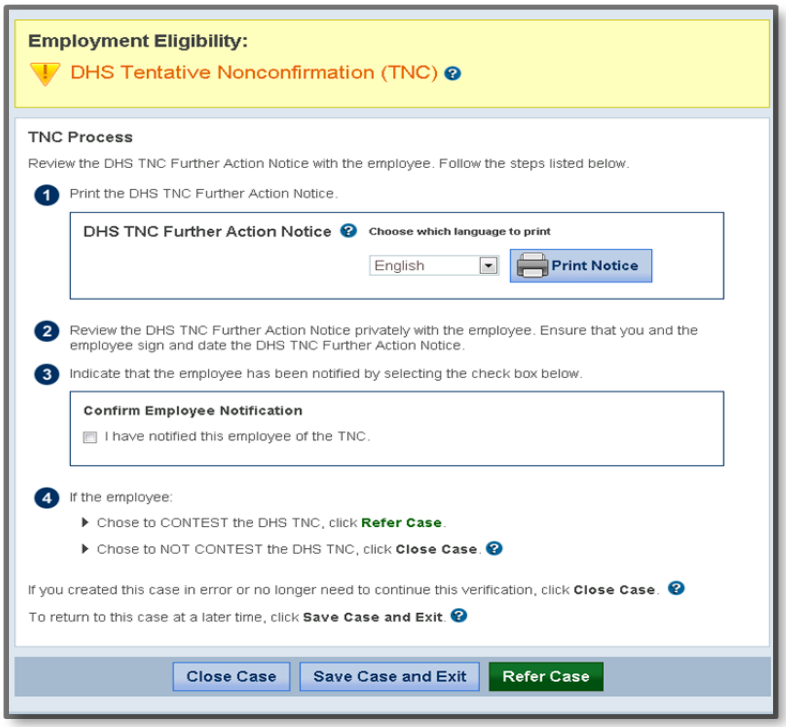
Follow the steps outlined in the 'Refer Employee to DHS – Process Overview' to complete the TNC process.

REFER EMPLOYEE TO DHS PROCESS OVERVIEW

►If the employee chooses to contest the DHS TNC, click 'Refer Case.'

NOTE: The employee's obligation to call DHS within 8 Federal Government working days begins when you click 'Refer Case.'

►If the employee chooses not to contest, click 'Close Case' and follow steps in Section 4.2 'Close Case.'


Employment Eligibility:
DHS Tentative Nonconfirmation (TNC)
TNC Process
Review the DHS TNC Further Action Notice with the employee. Follow the steps listed below.
1 Print the DHS TNC Further Action Notice.
DHS TNC Further Action Notice
Choose which language to print
English
Print Notice
2 Review the DHS TNC Further Action Notice privately with the employee. Ensure that you and the employee sign and date the DHS TNC Further Action Notice.
3 Indicate that the employee has been notified by selecting the check box below.
Confirm Employee Notification
I have notified this employee of the TNC.
4 If the employee:
Chose to CONTEST the DHS TNC, click Refer Case.
Chose to NOT CONTEST the DHS TNC, click Close Case.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Refer Case

In some cases, E-Verify prompts you to submit a copy of the employee's photo document to DHS. Follow the steps below to complete this step when prompted.

►First, obtain a copy of the employee's Form I-9 photo document.

►Then determine how you will submit a copy of this document to DHS. You may submit an electronic copy or send a paper copy by selecting one of the following:

- Attach and Submit Copy of Employee's Photo Document

OR

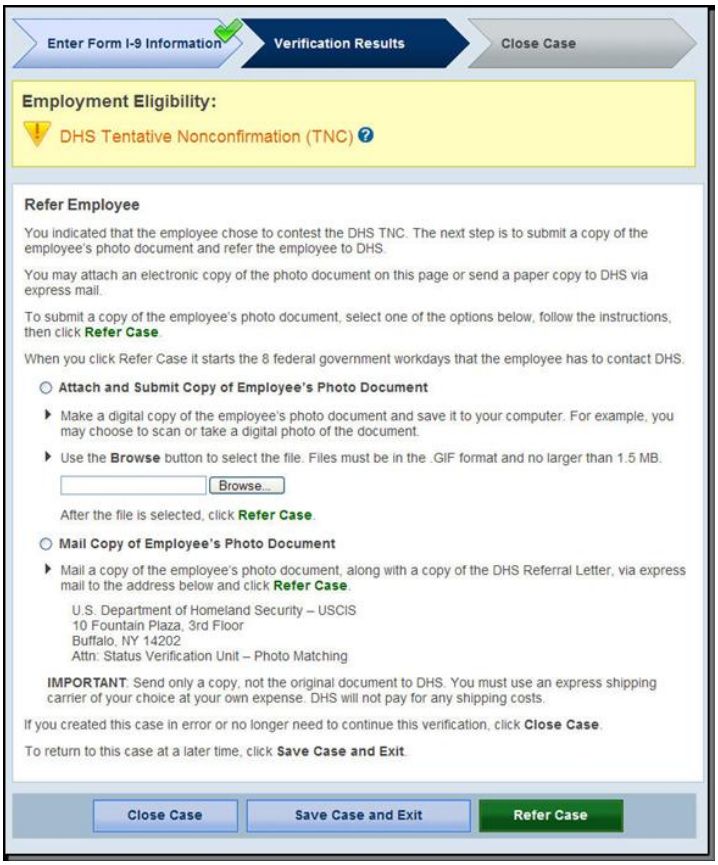
- Mail Copy of Employee's Photo Document

If you chose to mail a paper copy, send it through express mail to the address below:

U.S. Department of Homeland Security (USCIS)
10 Fountain Plaza, 3rd Floor
Buffalo, NY 14202

Attn: Status Verification Unit – Photo Matching

DHS will not pay for any shipping costs. Participants are free to choose an express shipping carrier at their own expense. Inform all hiring sites of the DHS shipping information.

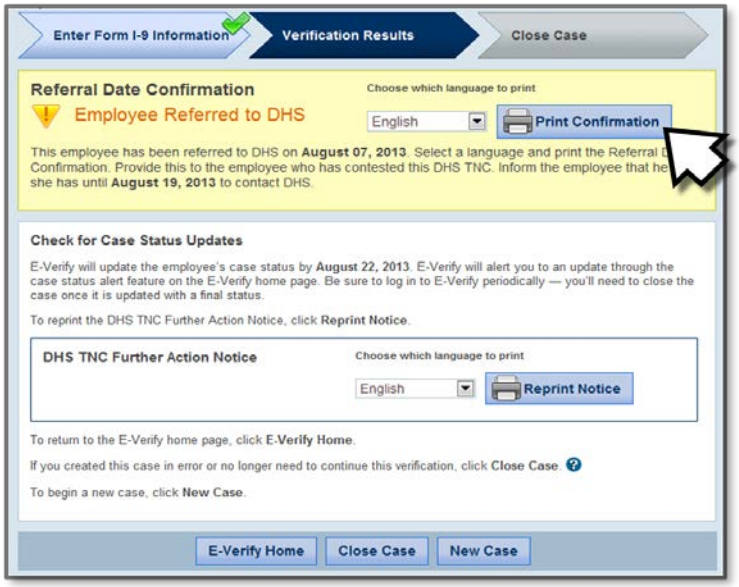

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
DHS Tentative Nonconfirmation (TNC)
Refer Employee
You indicated that the employee chose to contest the DHS TNC. The next step is to submit a copy of the employee's photo document and refer the employee to DHS.
You may attach an electronic copy of the photo document on this page or send a paper copy to DHS via express mail.
To submit a copy of the employee's photo document, select one of the options below, follow the instructions, then click Refer Case.
When you click Refer Case it starts the 8 federal government workdays that the employee has to contact DHS.
Attach and Submit Copy of Employee's Photo Document
Make a digital copy of the employee's photo document and save it to your computer. For example, you may choose to scan or take a digital photo of the document.
Use the Browse button to select the file. Files must be in the .GIF format and no larger than 1.5 MB.
Browse...
After the file is selected, click Refer Case.
Mail Copy of Employee's Photo Document
Mail a copy of the employee's photo document, along with a copy of the DHS Referral Letter, via express mail to the address below and click Refer Case.
U.S. Department of Homeland Security – USCIS
10 Fountain Plaza, 3rd Floor
Buffalo, NY 14202
Attn: Status Verification Unit – Photo Matching
IMPORTANT: Send only a copy, not the original document to DHS. You must use an express shipping carrier of your choice at your own expense. DHS will not pay for any shipping costs.
If you created this case in error or no longer need to continue this verification, click Close Case.
To return to this case at a later time, click Save Case and Exit.
Close Case
Save Case and Exit
Refer Case

► Select the Referral Date Confirmation in either English or Spanish and Click 'Print Confirmation.'

►Provide the Referral Date Confirmation to the employee.

If the employee cannot read, you must read the Referral Date Confirmation to the employee. If the employee does not speak English as his or her primary language and has a limited ability to read or understand the English language, provide the employee with a translated version of this confirmation in the appropriate language, which is available in View Essential Resources.

►Attach a copy of the Referral Date Confirmation to the employee's Form I-9.


Enter Form I-9 Information
Verification Results
Close Case
Referral Date Confirmation
Employee Referred to DHS
Choose which language to print
English
Print Confirmation
This employee has been referred to DHS on August 07, 2013. Select a language and print the Referral D
Confirmation. Provide this to the employee who has contested this DHS TNC. Inform the employee that he
she has until August 19, 2013 to contact DHS.
Check for Case Status Updates
E-Verify will update the employee's case status by August 22, 2013. E-Verify will alert you to an update through the case status alert feature on the E-Verify home page. Be sure to log in to E-Verify periodically — you'll need to close the case once it is updated with a final status.
To reprint the DHS TNC Further Action Notice, click Reprint Notice.
DHS TNC Further Action Notice
Choose which language to print
English
Reprint Notice
To return to the E-Verify home page, click E-Verify Home.
If you created this case in error or no longer need to continue this verification, click Close Case.
To begin a new case, click New Case.
E-Verify Home
Close Case
New Case

►Check E-Verify for case updates and follow steps based on next case result.

IMPORTANT: You should ONLY close the case when E-Verify provides a final case result or if you no longer need to continue to verify the employment eligibility of the employee.

After 10 Federal Government working days, E-Verify will provide one of the following case results:

- ♦ EMPLOYMENT AUTHORIZED, Section 2.4
- ♦ DHS FINAL NONCONFIRMATION, Section 4.1
- ♦ DHS CASE IN CONTINUANCE, Section 3.4
- ♦ DHS NO SHOW, Section 4.1

Each case result requires different actions or steps to continue or close the case. These actions are outlined in the case result sections throughout this manual.

REFER EMPLOYEE TO DHS SUMMARY

EMPLOYER ACTION

- Refer the employee to DHS if he or she decides to contest or close the case

If the employee decides to contest:

- Attach and submit or express mail a copy of employee's photo document to DHS if the TNC is due to photo mismatch
- Print Referral Date Confirmation, provide it to the employee and attach a copy to the employee's Form I-9
- Check E-Verify for case result updates and follow steps based on case result provided

EMPLOYEE ACTION

- Contact DHS within 8 Federal Government working days
- DHS instructs employee on the next steps

3.4 SSA CASE IN CONTINUANCE AND DHS CASE IN CONTINUANCE

An 'SSA or DHS Case in Continuance' indicates that the employee has visited a SSA field office and/or contacted DHS, but more time is needed to determine a final case result. The reason SSA or DHS needs more time varies with each situation. You should check E-Verify periodically for an update in case result. The employer may not terminate or take adverse action against an employee while SSA or DHS is reviewing the employee's case.

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
View/Print Case Details
SSA Case In Continuance
E-Verify needs additional time to verify the employment eligibility of this employee. The employee should continue to work until E-Verify provides a final response.
E-Verify will alert you to an update through the case status alert feature on the E-Verify home page. Be sure to log in to E-Verify periodically — you'll need to close the case once it is updated with a final status.

Once SSA or DHS has updated E-Verify, one of the following case results shows:

For DHS CASE IN CONTINUANCE:

- EMPLOYMENT AUTHORIZED, Section 2.4
- DHS FINAL NONCONFIRMATION, Section 4.1

For SSA CASE IN CONTINUANCE:

- EMPLOYMENT AUTHORIZED, Section 2.4
- SSA FINAL NONCONFIRMATION, Section 4.1
- REVIEW AND UPDATE EMPLOYEE DATA, Section 3.2
- DHS VERIFICATION IN PROCESS, Section 2.5

Each case result requires different actions or steps to continue or close the case. These actions are outlined in each case result section throughout this manual.

NOTE: If a case has had a 'SSA or DHS Case in Continuance' result for more than 60 Federal Government working days, contact E-Verify Customer Support at 888-464-4218 or E-Verify@dhs.gov.

CASE IN CONTINUANCE SUMMARY

EMPLOYER ACTION

- Check E-Verify for case result updates and follow steps based on case result provided

EMPLOYEE ACTION

- NONE

4.0 FINAL CASE RESOLUTION

To complete the E-Verify process, every case must receive a final case result and then be closed. Closing a case is easy; E-Verify guides you through the process after you receive a final case result.

4.1 FINAL CASE RESULTS

Final case results are displayed in the 'Final Case Results – Overview.'

FINAL CASE RESULTS OVERVIEW	
Employment Authorized	The employee's information matched records available to SSA and/or DHS. It's that easy! See section 2.4.
SSA or DHS Final Nonconfirmation	E-Verify cannot verify an employee's employment eligibility after the employee has visited SSA or contacted DHS.
DHS No Show	The employee did not contact DHS within 8 Federal Government working days.
Error: Close Case and Resubmit	This case cannot continue because the expiration date entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect. This case must be resubmitted in E-Verify.

SSA FINAL NONCONFIRMATION AND DHS FINAL NONCONFIRMATION

An 'SSA or DHS Final Nonconfirmation' case result is received when E-Verify cannot verify an employee's employment eligibility after an employee has visited a SSA field office or contacted DHS during the TNC referral process. Once an 'SSA or DHS Final Nonconfirmation' has been provided, you must close the case.

The employer may terminate employment based on a case result of 'SSA or DHS Final Nonconfirmation' with no civil or criminal liability as noted in Article II, Section C, paragraph 6 – Responsibilities of the Employer in MOU.

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
View/Print Case Details
SSA Final Nonconfirmation
SSA could not confirm that George Washington is authorized to work in the United States. To complete the verification process, click Close Case.

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
View/Print Case Details
DHS Final Nonconfirmation
DHS could not confirm that Ali Jones is authorized to work in the United States. To complete the verification process, click Close Case.

SSA / DHS FINAL NONCONFIRMATION SUMMARY

EMPLOYER ACTION

- Receive 'SSA or DHS Final Nonconfirmation' case result
- Close case

EMPLOYEE ACTION

- NONE

DHS NO SHOW

A 'DHS No Show' indicates that the employee did not contact DHS within 8 Federal Government working days. A 'DHS No Show' case result is considered a Final Nonconfirmation. A Final Nonconfirmation means that the case must be closed in E-Verify.

Employer may terminate employment based on a case result of 'DHS No Show' with no civil or criminal liability as noted in Article II, Section C, paragraph 6 – Responsibilities of the Employer in the MOU.

Enter Form I-9 Information
Verification Results
Close Case
Employment Eligibility:
View/Print Case Details
DHS No Show
DHS could not confirm that Su Lin is authorized to work in the United States and the employee did not contact DHS within the 8 federal government workdays. This response is considered a final nonconfirmation. To complete the verification process, click Close Case.

DHS NO SHOW SUMMARY

EMPLOYER ACTION

- Receive 'DHS No Show' case result
- Close case

EMPLOYEE ACTION

- NONE

ERROR: CLOSE CASE AND RESUBMIT

If the expiration date you entered for the employee's U.S. Passport, Passport Card or driver's license is incorrect, E-Verify prompts an 'Error: Close Case and Resubmit' case result and you will not be able to continue the case.

Because document information for a case that has already been submitted cannot be changed, you must close this case and create a new one with correct information. Select the closure statement option: 'The case is invalid because the data entered is incorrect' and close this case. Now you can create a new case for this employee using the correct document expiration date.

IMPORTANT: This does not mean that the employee is not authorized to work. E-Verify will confirm the employment eligibility of this employee once you create a new case and enter the correct document expiration date.

Enter Form I-9 Information
Verification Results
Close Case
Error: Close Case and Resubmit
The document expiration date you entered for the employee's U.S. Passport or Passport Card is incorrect.
You must close this case and create a new case in E-Verify with the correct document expiration date.
To close this case, click Close Case.

ERROR: CLOSE CASE AND RESUBMIT SUMMARY

EMPLOYER ACTION

- Receive 'Error: Close Case and Resubmit' case result
- Close case using closure statement option: 'The case is invalid because the data entered is incorrect'
- Resubmit case using the correct document expiration date for the U.S. Passport, Passport Card or driver's license

EMPLOYEE ACTION

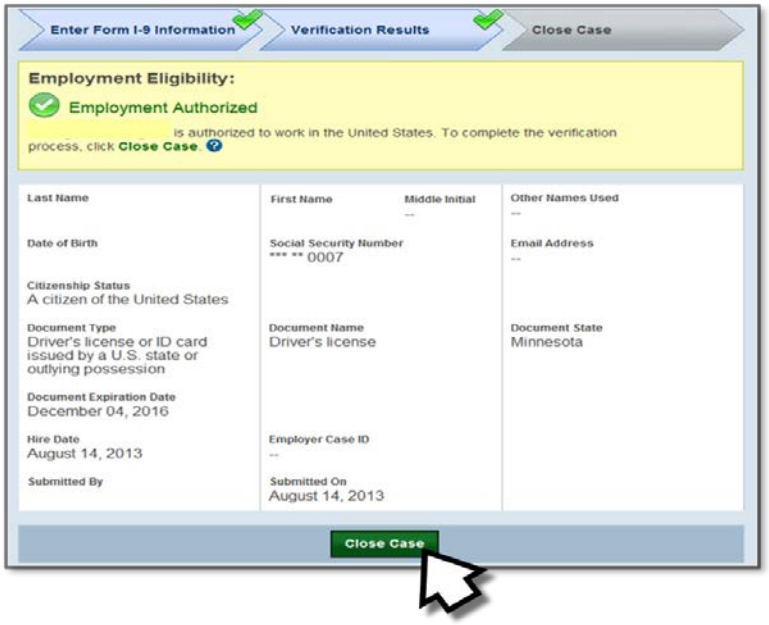
- If necessary, provide employer with unexpired U.S. Passport, Passport Card or driver's license

4.2 CLOSE CASE

To properly complete the E-Verify process, employers must close EVERY case created in E-Verify. There are 11 possible case closure statements. To assist you in making the correct choice and to reduce the number of options, E-Verify requires you to state whether the employee is still employed. To close a case, employers follow the steps outlined in the 'Close Case – Process Overview.'

CLOSE CASE PROCESS OVERVIEW

►Click 'Close Case.'

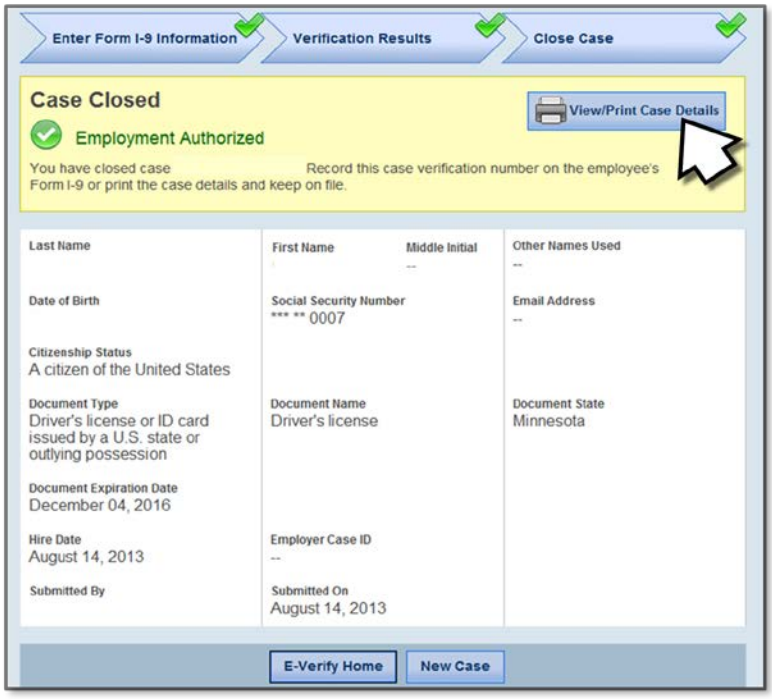


►Next, indicate whether the employee is still employed with the company; select yes or no and click 'Continue.' Your response to the question: "Is (employee's name) currently employed with this company?" will determine which case closure statement options will appear on the next screen.

►Next, select the most appropriate statement and click 'Continue.'

Enter Form I-9 Information
Verification Results
Close Case
Select the appropriate statement and click Continue.
The employee continues to work for the employer after receiving an Employment Authorized result.
The case is invalid because another case with the same data already exists.
The case is invalid because the data entered is incorrect.
Back
Continue

►Record the case verification number on the employee's Form I-9, or print the case details and file it with the employee's Form I-9.



►This completes the E-Verify verification process.

Every case created in E-Verify MUST be closed. To close a case, select one of the case closure statements. E-Verify will present only those statements that are relevant to each case. In some scenarios, not all of the case closure statements are available.

NOTE – CLOSE CASE

When answering the question, "Is the employee currently employed with this company?" it is important to consider the following:

►If you have an employee who didn't contest a Tentative Nonconfirmation (TNC), or who received a Final Nonconfirmation or 'DHS No Show,' the employer will decide if the employee will continue working. If :

- Employee's employment is continued, select 'Yes.'
- Employee's employment is to be terminated, do so, select 'No.'

►If you have an employee who has accepted a job offer, but hasn't yet started work but

received a TNC and decided not to contest, or who received a Final Nonconfirmation, decide whether you will allow the employee to start work. If you decide to:

- Allow the employee to start work as planned, select 'Yes.'
- Terminate the employee's employment offer, do so, select 'No.'

CASE CLOSURE STATEMENTS

►**The employee continues to work for the employer after receiving an Employment Authorized result.**
E-Verify has verified that the employee is eligible to work in the United States and the employee continues to work for the employer.

►**The employee continues to work for the employer after receiving a Final Nonconfirmation result.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the tentative nonconfirmation (TNC), but was unable to resolve it. The employer chooses to exercise its legal right to allow the employee to continue to work.

►**The employee continues to work for the employer after receiving a No Show result.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the tentative nonconfirmation (TNC), but did not take action to resolve it. The employer chooses to exercise its legal right to allow the employee to continue to work.

►**The employee continues to work for the employer after choosing not to contest a Tentative Nonconfirmation.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee chose not to contest the tentative nonconfirmation. The employer chooses to exercise its legal right to allow the employee to continue to work.

►**The employee was terminated by the employer for receiving a Final Nonconfirmation result.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the tentative nonconfirmation, but was unable to resolve it. The employer terminated the employee because of the final nonconfirmation result.

►**The employee was terminated by the employer for receiving a No Show result.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee had contested the tentative nonconfirmation (TNC), but did not take action to resolve it. The employer terminated the employee because of the 'no show' result.

►**The employee was terminated by the employer for choosing not to contest a Tentative Nonconfirmation.**
E-Verify cannot verify that this employee is authorized to work in the United States. The employee chose not to contest the tentative nonconfirmation (TNC). The employer terminated the employee because the employee chose not to contest the TNC.

►**The employee voluntarily quit working for the employer.**

The employee chose to stop working for the employer.

►**The employee was terminated by the employer for reasons other than E-Verify.**
The employer terminated the employee for reasons unrelated to E-Verify.

►**The case is invalid because another case with the same data already exists.**
An E-Verify case with the same data was already created for this employee. This is a duplicate case.

NOTE: If a case is closed as invalid, it does not void the case or change the case result. A case closed as invalid will still display the last case result even though it has been closed.

►**The case is invalid because the data entered is incorrect.**
The data entered for this employee was not correct.

NOTE: If a case is closed as invalid, it does not void the case or change the case result. A case closed as invalid will still display the last case result even though it has been closed.

CLOSE CASE SUMMARY

EMPLOYER ACTION

- Click 'Close Case'
- Indicate whether the employee is still employed
- Select the appropriate case closure statement
- Record case verification number on Form I-9 or print screen and file it with Form I-9
- The E-Verify process is now completed

EMPLOYEE ACTION

- NONE

4.3 CASE ALERTS

E-Verify case alerts are found at the bottom of the user home page. The purpose of this feature is to bring your attention to cases that need your action. When you log in to E-Verify, case alerts inform you of one of the following:

- ♦ Open Cases to be Closed
- ♦ Cases with New Updates
- ♦ Work Authorization Documents Expiring

The E-Verify home page indicates the number of cases that require your attention by a number in a red circle on the alert. Each case alert can be accessed by clicking on the alert. Cases can also be accessed through 'View Cases' and 'Search Cases' from the left navigation menu in E-Verify. Review the 'Case Alerts – Overview.'

CASE ALERTS PROCESS OVERVIEW

►E-Verify user home page display with no case alerts.

Welcome to E-Verify
E-Verify
Verify Employee
For help with E-Verify, call
888-464-4218
or e-mail us at E-Verify@dhs.gov
E-Verify News
View All >
Federal contractor rule delayed until May 21, 2009 02/20/2009
The effective date of the final rule requiring certain Federal Co ... read more >
You Have No Case Alerts at this Time
Open Cases to be Closed
Cases with New Updates
Work Authorization Docs Expiring

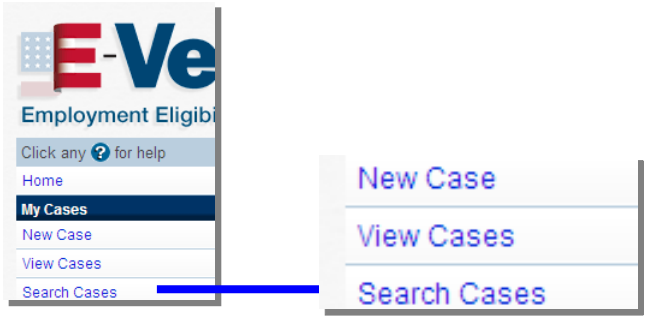
►E-Verify user home page display with case alerts.

►Click on the alert requiring your attention to access your case alert(s).

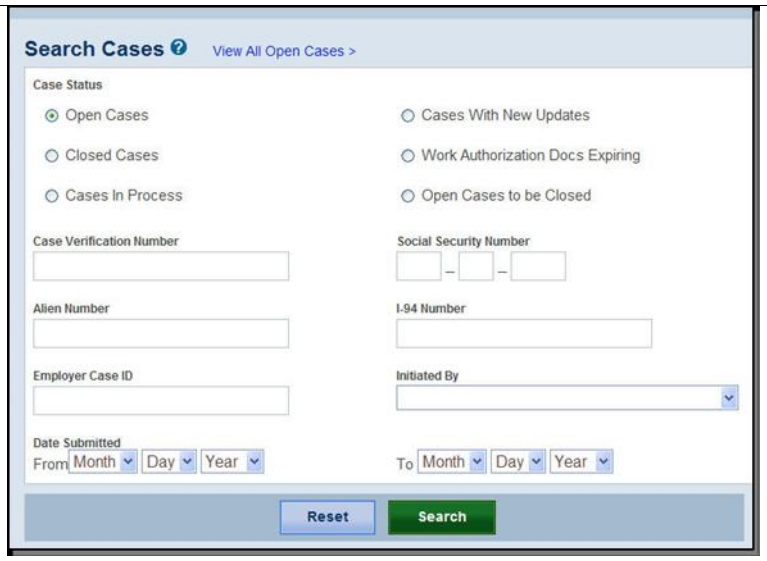
Welcome to E-Verify
E-Verify
Verify Employee
For help with E-Verify, call
888-464-4218
or e-mail us at E-Verify@dhs.gov
E-Verify News
View All >
Updated Form I-9 Handbook (M-274) Now Available 01/11/2011
We've published a new version of the Handbook for Employers ... read more >
E-Verify Maintenance Scheduled for Two Upcoming Saturdays 01/06/2011
The Social Security Administration will perform routine system ma ... read more >
Case Alerts: You Must Take Action!
Open Cases to be Closed 17
Cases with New Updates 7
Work Authorization Docs Expiring 1

Case alerts can also be accessed:

►From 'My Cases,' select 'Search Cases.'



►Determine your search criteria and click 'Search.'



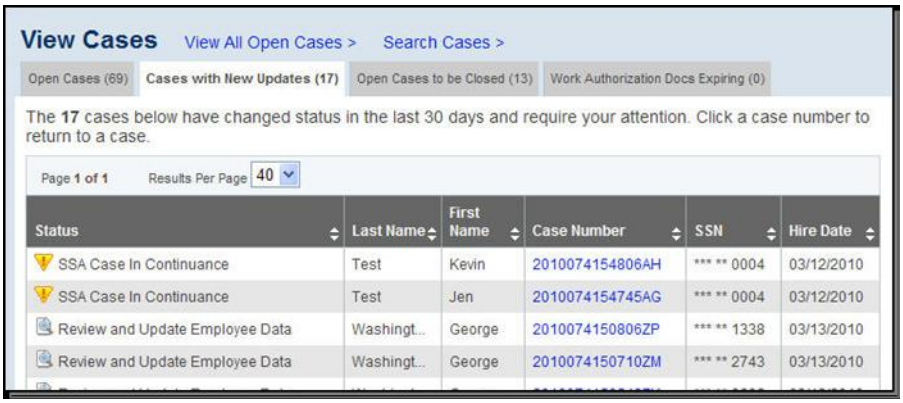
OPEN CASES TO BE CLOSED

Any case created in E-Verify and assigned a case verification number must be closed. The 'Open Cases to be Closed' case alert provides quick access to all cases that need to be closed. Features of this tab include:

- Sort cases by: status, last name, first name, case number or hire date
- A quick link to each case by clicking on the case number

CASES WITH NEW UPDATES

The 'Cases with New Updates' case alert is a quick link to all cases that have had a change in case result. All interim case results must receive a final case result and be closed. This case alert is an easy way to manage these cases.



WORK AUTHORIZATION DOCUMENTS EXPIRING

The 'Work Authorization Docs Expiring' case alert is a notification that an employee's Employment Authorization Document (Form I-766) or an Arrival-Departure Record (Form I-94) document is expiring. This alert is intended to remind you to reverify the employee by completing Section 3 of Form I-9. Do not use E-Verify to create a new case.

This is simply a reminder; no action is required or permitted in E-Verify. You may dismiss each alert by clicking 'Dismiss Alert.'

This alert will only appear if the document the employee presented for the original E-Verify case was either an Employment Authorization Document (Form I-766) or an Arrival-Departure Record (Form I-94). Also, the alert only appears the first time the document expires—subsequent expirations will not activate this case alert.

5.0 CASE REPORTS

There are four types of case reports available in E-Verify for persons or entities who are enrolled as employers. These include: 'Corporate Overview Pilot of Usage,' 'Quick Audit Report,' 'User Audit Report,' and 'User Report.' This section provides direction on how to create each of these reports in E-Verify.

All reports are accessed from 'My Reports' by selecting 'View Reports.'

NOTE: All reports display only the last four digits of an employee's Social Security number for added security and to protect employees' privacy.

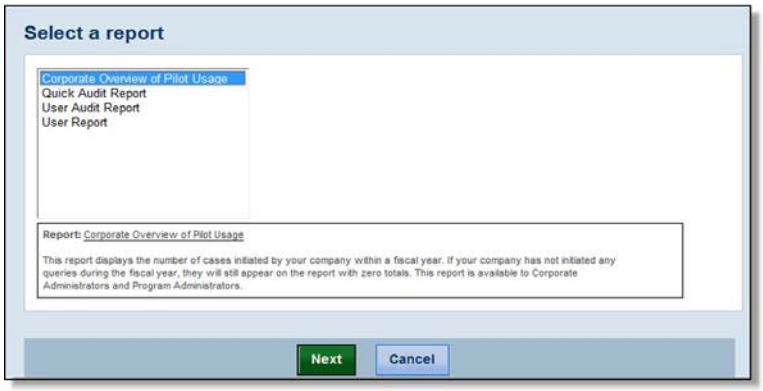
5.1 CORPORATE OVERVIEW OF PILOT USAGE

This report displays the number of cases created by the employer within a federal government fiscal year, which begins October 1 and ends September 30 of the following calendar year. If the employer has not created any cases during the fiscal year, a report will still appear with a total of zero. The report is available to corporate administrators and program administrators, but not general users.

To create a 'Corporate Overview of Pilot Usage Report,' see the 'Corporate Overview of Pilot Usage – Report Overview.'

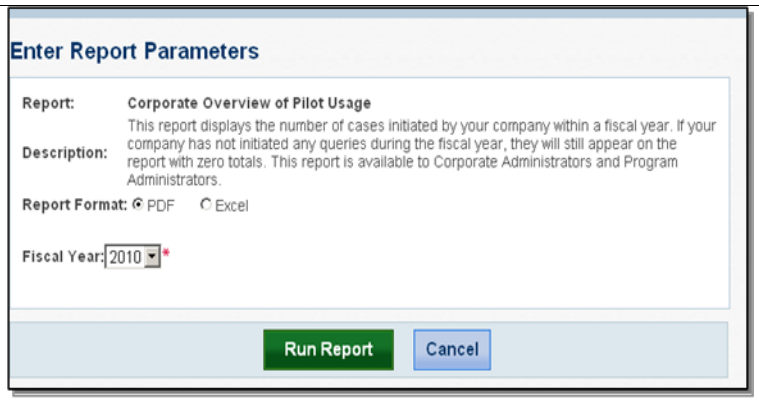
CORPORATE OVERVIEW OF PILOT USAGE REPORT OVERVIEW

►Select 'Corporate Overview of Pilot Usage.'


Select a report
Corporate Overview of Pilot Usage
Quick Audit Report
User Audit Report
User Report
Report: Corporate Overview of Pilot Usage
This report displays the number of cases initiated by your company within a fiscal year. If your company has not initiated any queries during the fiscal year, they will still appear on the report with zero totals. This report is available to Corporate Administrators and Program Administrators.
Next
Cancel

►Click 'Next.'

►Determine and select which report format, Portable Document Format (PDF) or Microsoft Excel, you would like to view.


Enter Report Parameters
Report:
Corporate Overview of Pilot Usage
Description:
This report displays the number of cases initiated by your company within a fiscal year. If your company has not initiated any queries during the fiscal year, they will still appear on the report with zero totals. This report is available to Corporate Administrators and Program Administrators.
Report Format: PDF Excel
Fiscal Year: 2010 *
Run Report
Cancel

►Use the drop-down list to select the fiscal year for which you want a report.

►Click 'Run Report.'

►Use report as needed.

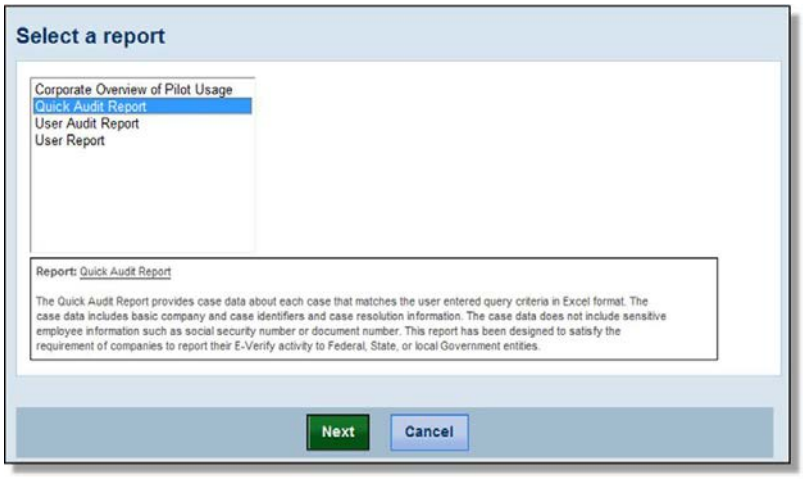
5.2 QUICK AUDIT REPORT

This report provides case data about each case that matches the user-entered search criteria in Excel format. The case data includes basic company and case identifiers and case resolution information. The case data does not include sensitive employee information such as SSNs, or document numbers. This report was designed to satisfy the requirement of employers to report their E-Verify activity to Federal, State, or local government entities. Users should note that this report may contain up to 5000 rows and is populated with the city and state that is associated with their account.

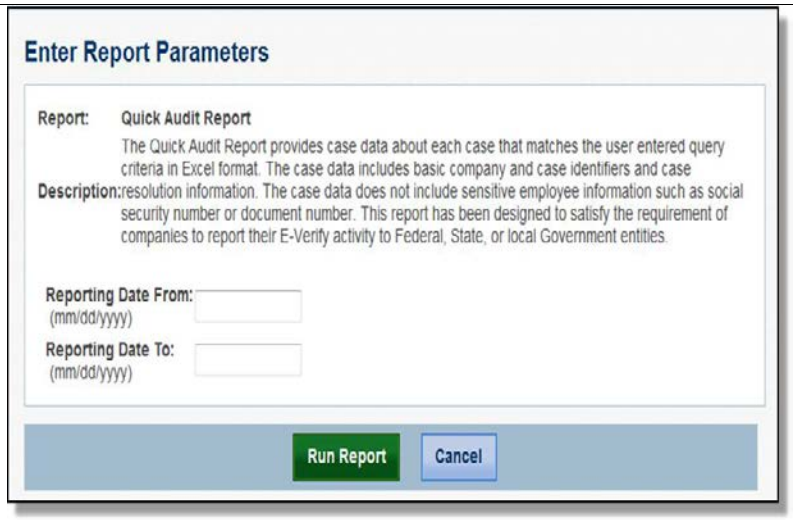
To create a 'Quick Audit Report,' see the 'Quick Audit Report – Report Overview.'

QUICK AUDIT REPORT REPORT OVERVIEW

►Select 'Quick Audit Report.'


Select a report
Corporate Overview of Pilot Usage
Quick Audit Report
User Audit Report
User Report
Report: Quick Audit Report
The Quick Audit Report provides case data about each case that matches the user entered query criteria in Excel format. The case data includes basic company and case identifiers and case resolution information. The case data does not include sensitive employee information such as social security number or document number. This report has been designed to satisfy the requirement of companies to report their E-Verify activity to Federal, State, or local Government entities.
Next
Cancel

►Click 'Next.'


Enter Report Parameters
Report: Quick Audit Report
The Quick Audit Report provides case data about each case that matches the user entered query criteria in Excel format. The case data includes basic company and case identifiers and case
Description: resolution information. The case data does not include sensitive employee information such as social security number or document number. This report has been designed to satisfy the requirement of companies to report their E-Verify activity to Federal, State, or local Government entities.
Reporting Date From: (mm/dd/yyyy)
Reporting Date To: (mm/dd/yyyy)
Run Report
Cancel

►Enter the date range for which you want the report.

►Click 'Run Report.'

►Use report as needed.

NOTE: This report is available as a Microsoft Excel document only. It is not available as a PDF file.

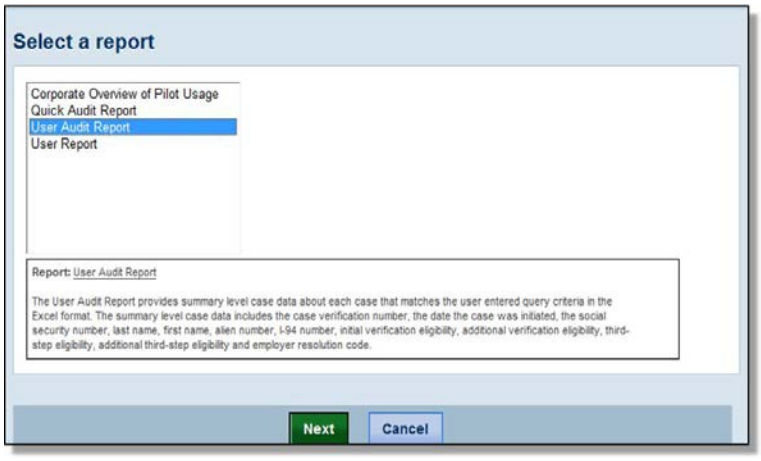
5.3 USER AUDIT REPORT

This report provides summary case information about each case that matches the user criteria entered. The case information includes the case verification number, the date the case was submitted, the last four digits of the employee's SSN, alien number, I-94 number, last name, first name, case result, referral information and case closure statement. The report is available to program administrators and general users.

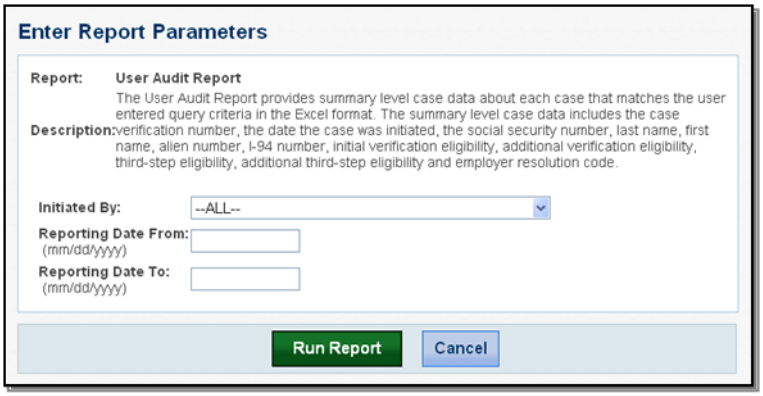
To create a 'User Audit Report,' see the 'User Audit Report - Report Overview.'

USER AUDIT REPORT REPORT OVERVIEW

►Select 'User Audit Report.'


Select a report
Corporate Overview of Pilot Usage
Quick Audit Report
User Audit Report
User Report
Report: User Audit Report
The User Audit Report provides summary level case data about each case that matches the user entered query criteria in the Excel format. The summary level case data includes the case verification number, the date the case was initiated, the social security number, last name, first name, alien number, I-94 number, initial verification eligibility, additional verification eligibility, third-step eligibility, additional third-step eligibility and employer resolution code.
Next
Cancel

►Click 'Next.'


Enter Report Parameters
Report:
User Audit Report
The User Audit Report provides summary level case data about each case that matches the user entered query criteria in the Excel format. The summary level case data includes the case verification number, the date the case was initiated, the social security number, last name, first name, alien number, I-94 number, initial verification eligibility, additional verification eligibility, third-step eligibility, additional third-step eligibility and employer resolution code.
Description:
Initiated By:
--ALL--
Reporting Date From:
(mm/dd/yyyy)
Reporting Date To:
(mm/dd/yyyy)
Run Report
Cancel

►Use the drop-down list to select the E-Verify user for whom you want a report.

►Enter the date range for which you want a report.

►Click 'Run Report.'

►Use report as needed.

NOTE: This report is available as a Microsoft Excel document only. It is not available as a PDF file.

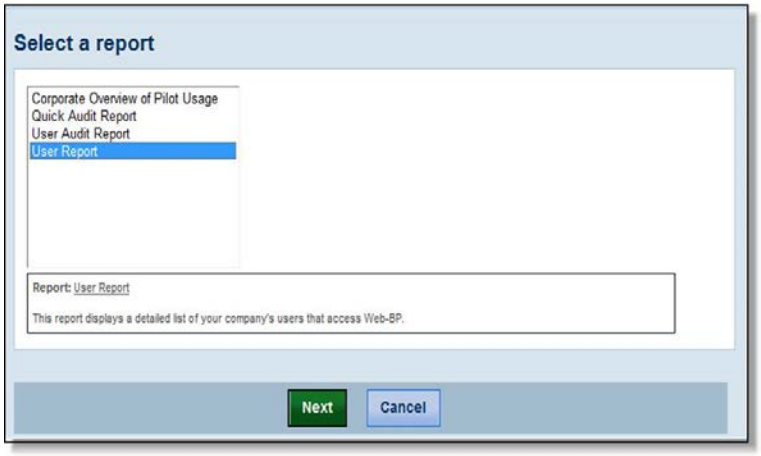
5.4 USER REPORT

This report displays a detailed list of the employer's users. It includes each user's name, user role, contact telephone number and the last date he or she logged in to E-Verify. The report is available to corporate administrators, program administrators and general users, but a general user cannot view user information for other users.

To create a 'User Report,' see the 'User Report - Report Overview.'

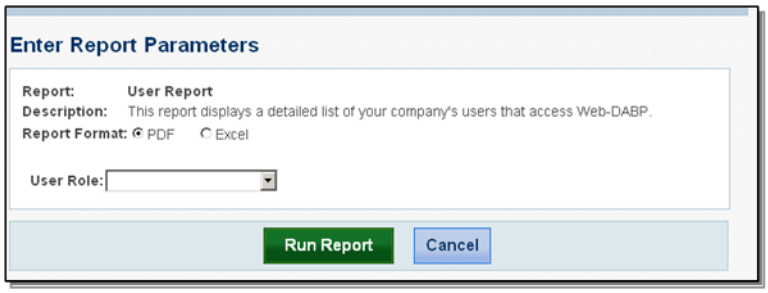
USER REPORT REPORT OVERVIEW

►Click 'User Report.'



►Click 'Next.'

►Determine and select which report format, PDF or Microsoft Excel, you would like to view.


Enter Report Parameters
Report: User Report
Description: This report displays a detailed list of your company's users that access Web-DABP.
Report Format: PDF Excel
User Role:
Run Report
Cancel

►Use the drop-down list to the select user role for which you want a report.

►Click 'Run Report.'

►Use report as needed.

6.0 ACCOUNT ADMINISTRATION

User account administration provides individual users specific functions and permissions to update their accounts, change their passwords and perform other functions explained in this section.

It is important to distinguish that the user account functions are different for each user role.

6.1 USER ROLES

Permissions and functions in E-Verify granted to the user differ for each user role. There are two user roles: program administrator and general user.

Every employer account must have at least one program administrator who provides support for the general user and manages the company profile. Employers can choose to have general users who will only be able to create and manage their own cases. General users and program administrators must successfully complete the online E-Verify tutorial before they can create or manage cases.

The 'User Role Functions Overview' provides an explanation of the functions of each user role.

USER ROLE FUNCTIONS OVERVIEW					
ROLE	**ADD USERS**	**VIEW CASES**	**UPDATE CASES**	**UNLOCK USERS**	**VERIFY EMPLOYEES**
Program Administrator *(at least one required)*	**x**	**x**	**x**	**x**	**x**
General User *(optional)*		**x**	**x**		**x**

6.2 USER ID AND PASSWORD CREATION

Program administrator can add users in E-Verify. All users are assigned a user ID and initial password. Upon being initially registered by the program administrator, users receive an email with a user ID and password. E-Verify will prompt users to change the initial password for security purposes. Do not share a password with other users. Each user must have his or her own user ID and password.

Passwords are case-sensitive and must be between 8-14 characters, different from the assigned user ID, changed every 90 days and have the following characteristics:

- At least one uppercase or lowercase letter
- At least one number and at least one special character - special characters include: ! @ $ % * ( ) < > ? : ; { } + - ~
- Contain no more than two identical and consecutive characters in any position from the previous password
- Contain a non-numeric in the first and last positions

- Not identical to the user ID

Additionally, password policy recommends that passwords should not:

- Contain any dictionary word
- Contain any proper noun or the name of any person, pet, child or fictional character, nor any employee ID number, Social Security number, birth date, phone number or any information that could be readily guessed about the creator of the password
- Contain any simple pattern of letters or numbers, such as 'qwerty' or 'xyz123'
- Contain any word, noun or name spelled backwards

An example of an acceptable password is found in the 'Password Example.'

PASSWORD EXAMPLE

This is an acceptable password:

lL!keH2o

►At least 8 characters in length

►An uppercase letter

►A lowercase letter

►A special character

►A number

E-Verify automatically prompts you to create a new password every 90 days. However, if you think your password has been compromised, change it immediately.

If a user attempts to log in with an incorrect password 3 consecutive times the user is locked out of E-Verify. Password help contact information is listed in the information box.

If you are locked out of your user account, first try to reset your password using the '**Forgot your password?**' link.

If you forget your user ID, you may retrieve it by using the '**Forgot your User ID?**' link and providing your email address when prompted. However, if you have more than one user ID associated with your email address, you must contact E-Verify Customer Support at 888-464-4218 for assistance.

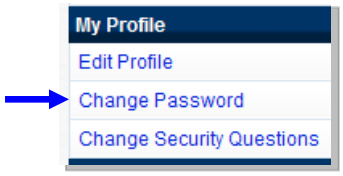
If you are unsuccessful at resetting your password with the automatic system, contact your program administrator. If your program administrator is not available contact E-Verify Customer Support at 888-464-4218.

CHANGE YOUR PASSWORD

If your password has been compromised, change it immediately. To change a password, follow the steps in 'Change Password – Process Overview.'

CHANGE PASSWORD PROCESS OVERVIEW

►From 'My Profile,' select 'Change Password.'



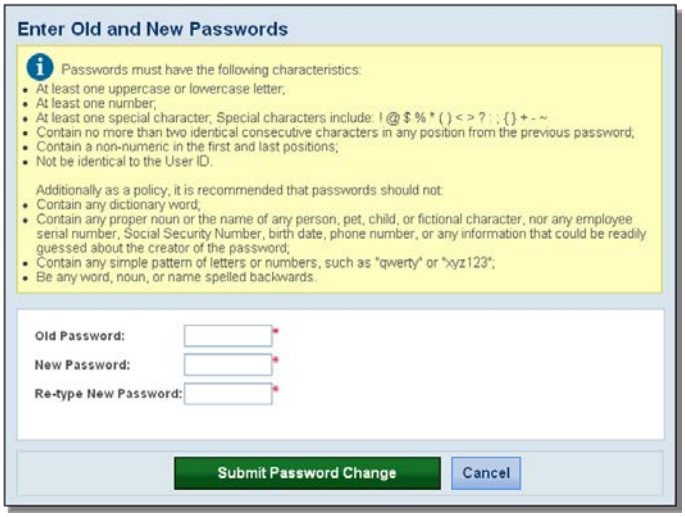
►'Enter Old and New Passwords' page will display.

►Type current password in the 'Old Password' field.

►Type new password in the 'New Password' field.

►Retype new password in the 'Re-Type New Password' field. The new password cannot be the same as any of the last six passwords.

►Enter password challenge questions and answers.


Enter Old and New Passwords
Passwords must have the following characteristics:
At least one uppercase or lowercase letter;
At least one number;
At least one special character; Special characters include: ! @ $ % * ( ) < > ? : ; { } + - ~
Contain no more than two identical consecutive characters in any position from the previous password;
Contain a non-numeric in the first and last positions;
Not be identical to the User ID.
Additionally as a policy, it is recommended that passwords should not:
Contain any dictionary word;
Contain any proper noun or the name of any person, pet, child, or fictional character, nor any employee serial number, Social Security Number, birth date, phone number, or any information that could be readily guessed about the creator of the password;
Contain any simple pattern of letters or numbers, such as "qwerty" or "xyz123";
Be any word, noun, or name spelled backwards.
Old Password:
New Password:
Re-type New Password:
Submit Password Change
Cancel

►Click 'Submit Password Change.'

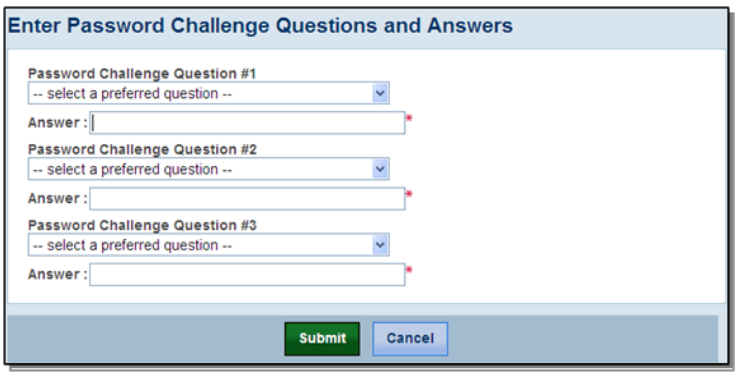
CHANGE SECURITY QUESTIONS

Users can set security questions to allow them to reset their passwords. When you log into your E-Verify account for the first time, E-Verify will automatically prompt you to complete these questions. If you need to change your security questions, follow the steps in 'Change Security Questions – Process Overview.'

CHANGE SECURITY QUESTIONS PROCESS OVERVIEW

►From 'My Profile,' select 'Change Security Questions.'

►Select a question from the drop down list and enter the answer in the field below. Fields with a red asterisk (*) are required fields.



►Click 'Submit.' A confirmation message will be displayed.

6.3 UPDATE USER PROFILE INFORMATION

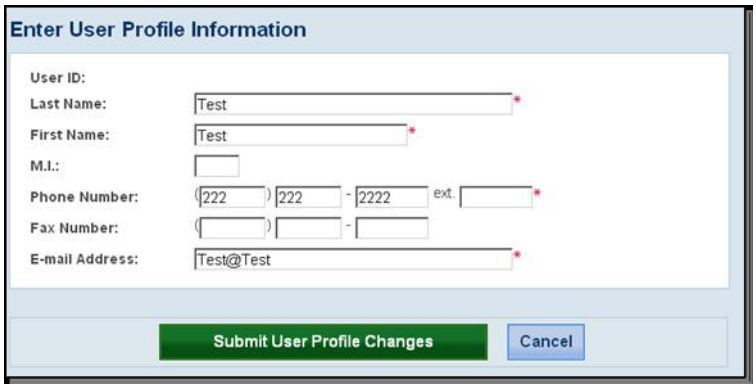
Every E-Verify user has a profile that includes his or her name, telephone number, fax number and email address. Users should update this information whenever necessary using the 'Edit Profile' link. To update this information follow the steps outlined in 'Edit Profile – Process Overview.'

EDIT PROFILE PROCESS OVERVIEW

►From 'My Profile,' select 'Edit Profile.'

►Add information or edit fields as necessary. Fields with a red asterisk (*) are required fields.

►Click 'Submit User Profile Changes.' A confirmation message and your profile information will be displayed.



►Review the confirmation message to see whether the request for profile updates was successful. If E-Verify is unable to process the user profile updates, try again later.

7.0 MY COMPANY – PROGRAM ADMINISTRATORS

Program administrators also manage the site administration of their employer accounts. Program administrators use the 'My Company' menu to:

- Add general users
- Add other program administrators
- Change or update company profile information
- Terminate the employer's access to E-Verify

7.1 ADD NEW USER

Only program administrators can add E-Verify users. To add an additional user, the program administrator must provide the user's name, phone number, fax number (optional) and email address.

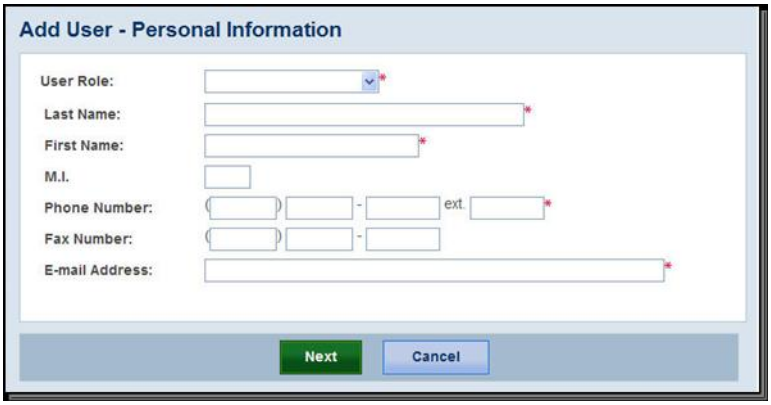
If a user leaves the employer or no longer needs access to E-Verify, a program administrator must delete the user's account. To delete a user's account, see 'Delete User Account – Process Overview' in Section 7.2.

If you are a program administrator and you need to add a new E-Verify user, follow the 'Add New User - Process Overview.'

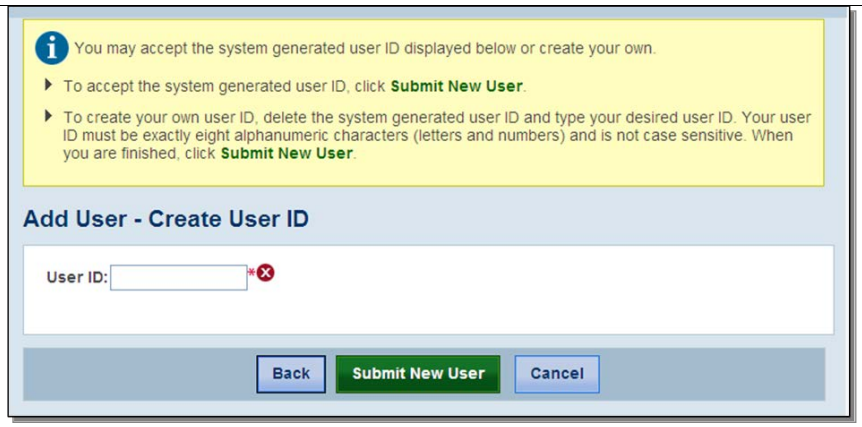
ADD NEW USER PROCESS OVERVIEW

►From 'My Company,' select 'Add New User.'

►Choose general user or program administrator and provide the person's name, phone number, fax number (optional) and email address and click 'Next.'



►Accept the system-generated user ID or create a new user ID.


You may accept the system generated user ID displayed below or create your own.
To accept the system generated user ID, click Submit New User.
To create your own user ID, delete the system generated user ID and type your desired user ID. Your user ID must be exactly eight alphanumeric characters (letters and numbers) and is not case sensitive. When you are finished, click Submit New User.
Add User - Create User ID
User ID:
Back
Submit New User
Cancel

►Review the information submitted and then click 'Submit New User.'

►The new user will receive his or her user ID and password by email.

NOTE: Most people receive our confirmation email within a few minutes. Instruct your new user to check his or her email inbox as well as spam or junk mail folders. If the email is not received within 48 hours, call E-Verify Customer Support at 888-464-4218 for assistance.

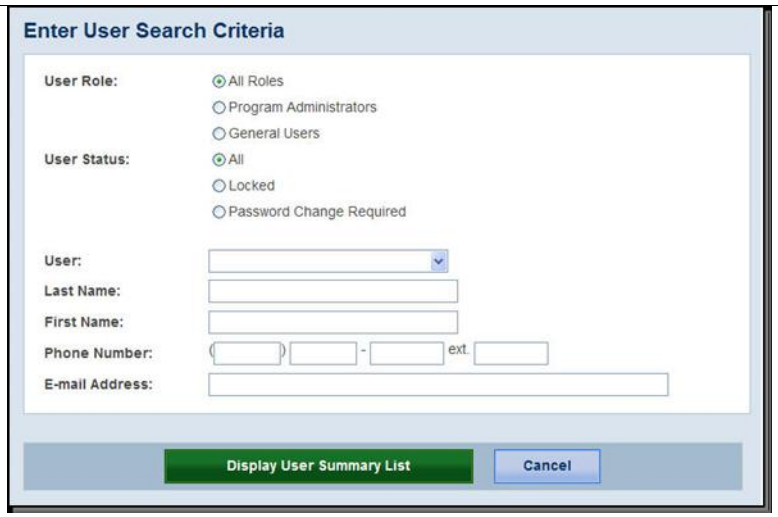
7.2 VIEW EXISTING USERS

Only program administrators can view user information and reset passwords. 'View Existing Users' allows you to view, search and maintain the general users and program administrators assigned to your company, as demonstrated in the 'View Existing Users – Process Overview.'

VIEW EXISTING USERS PROCESS OVERVIEW

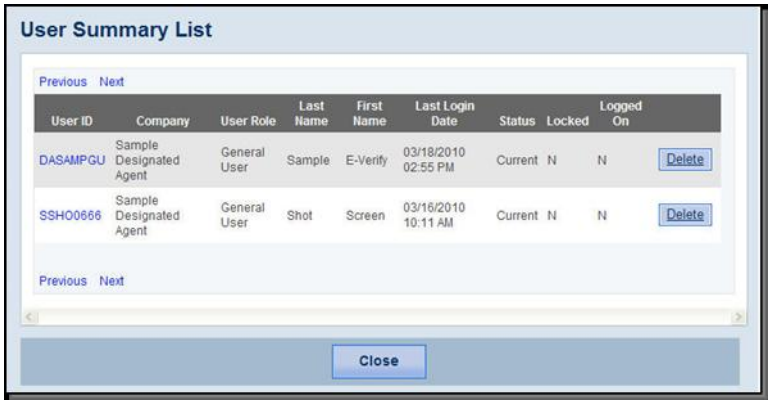
►From, 'My Company,' select 'View Existing Users.'

►Search for a user using the criteria displayed in each field. You can enter a partial name and a percent sign (%) as a wildcard character.



►Click 'Display User Summary List.'

►A list of user accounts displays. You can view or modify a user account by selecting the user ID.



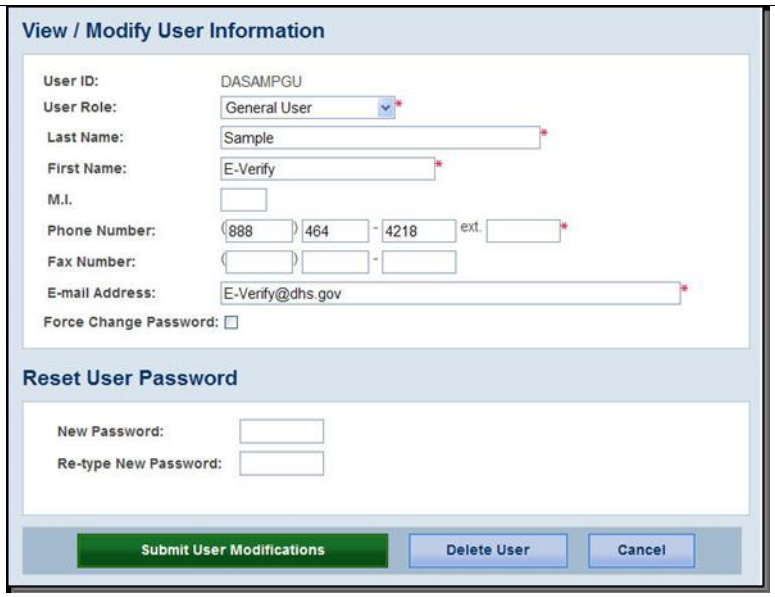
RESET USER'S PASSWORD

To reset a user's password, follow the steps outlined in 'Reset User's Password – Process Overview.'

RESET USER'S PASSWORD PROCESS OVERVIEW

►Follow the steps in 'View Existing Users – Process Overview' to find the user who needs his or her password changed.

►Select the appropriate user by selecting his or her user ID.



►Assign a temporary password by completing both fields under 'Reset User Password.'

►Click 'Submit User Modifications.'

DELETE USER ACCOUNT

Program administrators may delete user accounts by following the steps in 'Delete Users – Process Overview.'

DELETE USERS PROCESS OVERVIEW

►First, follow the steps in 'View Existing Users – Process Overview' above to find the user who needs to be deleted.

►Click 'Delete' in the row of the user's account you wish to delete on the 'User Summary List' page.

OR

►Click 'Delete User' on the 'View/Modify User Information' page.

In both instances, the 'User Deletion Information' page will open, displaying the information for the user whom you want to delete. Click 'Delete User' to delete the user's account.

After you click 'Delete User,' changes will be permanent.

7.3 EDIT COMPANY PROFILE

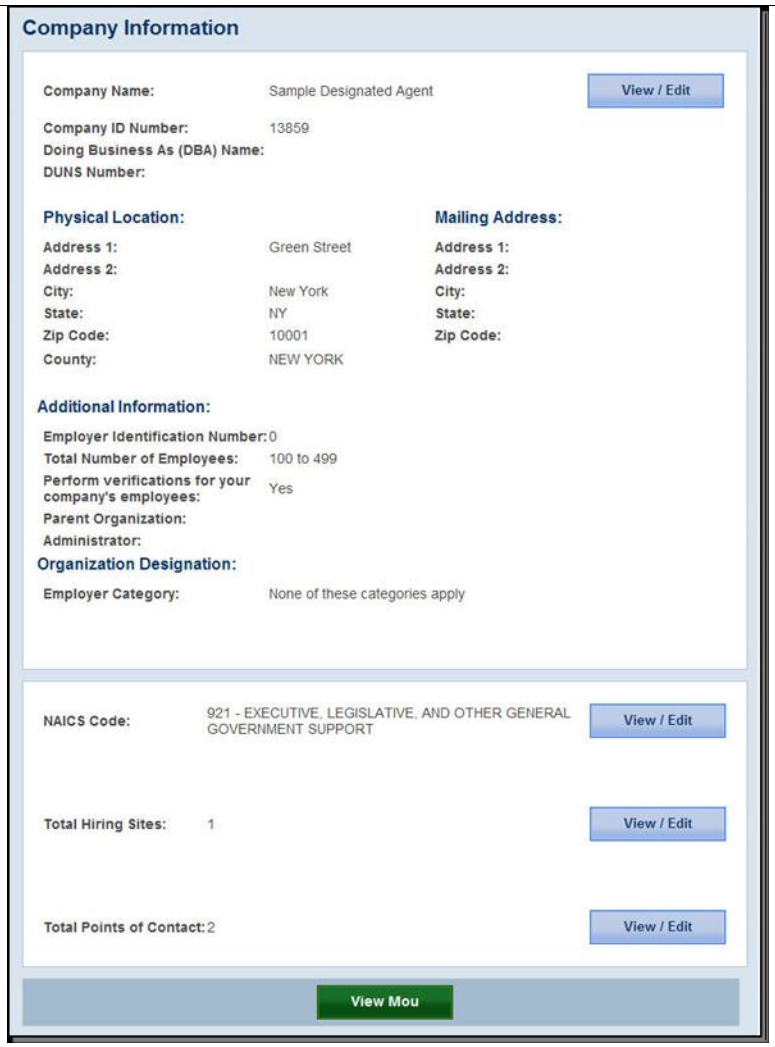
To update employer information in E-Verify, complete the steps in the 'Edit Company Profile – Process Overview.' Users may also view the MOU between E-Verify and the employer.

Once a program administrator has updated the employer's profile, he or she will be subject to the rules and requirements associated with the profile and have access to all online resources specific to the profile.

EDIT COMPANY PROFILE PROCESS OVERVIEW

►From 'My Company,' select 'Edit Company Profile.'

►To modify any section of the 'Company Information' page, click 'View/Edit' in the section you want to modify (e.g., company name and physical location, points of contact, North American Industry Classification System (NAICS) code, total hiring sites and total points of contact).



►Make the required changes and click 'Submit.'

►Click 'View MOU' to view the MOU between E-Verify and the employer. If you have trouble viewing your MOU, make sure you have disabled any pop-up blockers and are using the latest version of your PDF viewer software.

IMPORTANT: After clicking 'Submit,' the program administrator cannot undo any changes that have been entered without manually re-entering the original information.

The E-Verify company ID number is located at top of the 'Company Information' page.

COMPANY INFORMATION FIELDS

Many fields can be updated in the 'Company Information' page. For additional information on each field, see 'Company Information – Overview.'

NOTE: Any information you update will not change the employer's original electronically signed MOU.

COMPANY INFORMATION OVERVIEW	
FIELD NAME	**DESCRIPTION**
Company Name	Name of employer enrolled in E-Verify.
Physical Location	Location where the employer creates E-Verify cases.
Mailing Address	Employer's mailing address. If this address is different from the physical location, use this field to make the necessary changes.
Additional Information	Additional information about the size of the employer and any associated corporate parent company information, if applicable.
Employer Identification Number	Also known as federal tax identification number. Generally, most employers are required to have an employer identification number and any employer that has employees is required to have one for wage and tax reporting purposes.
Parent Organization	An organization that owns or controls other organizations (sometimes called subsidiaries). For corporations, a parent corporation is often defined as a corporation that owns more than 50 percent of another corporation.
Administrator	Employers may link their employer accounts to a corporate administrator account (also called an E-Verify corporate account). This gives your corporate administrator access to your employer or E-Verify employer agent account profile, user administration and reports that contain case information. You should link your account only if you have been instructed to do so by your corporate administrator.
Organization Designation	The category that identifies the employer as a Federal, State or local government organization or a federal contractor with the FAR E-Verify clause in their federal contract, if applicable.

UPDATE POINTS OF CONTACT

Every employer must have at least one person assigned as a point of contact for E-Verify issues. The program administrator is automatically assigned as the point of contact unless it is changed. To update the point of contact, see 'Update Points of Contact – Process Overview.'

UPDATE POINTS OF CONTACT PROCESS OVERVIEW

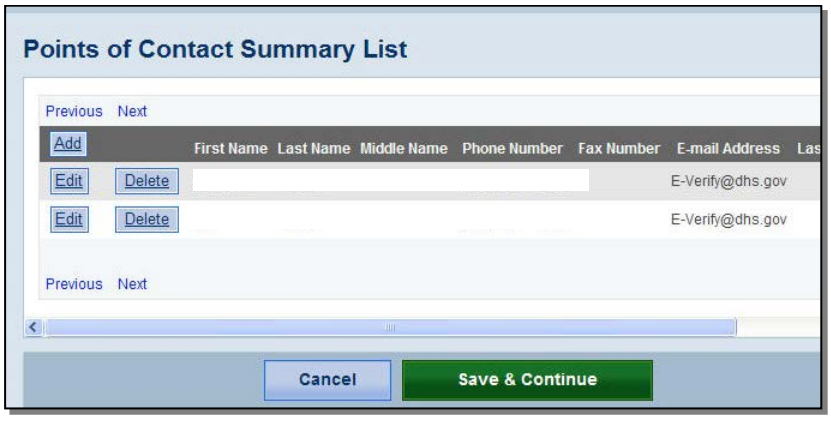
►From 'My Company,' select 'Edit Company Profile.'

►Click 'View/Edit' in the 'Total Points of Contact' section of the 'Company Information' page to modify this information. The 'Points of Contact Summary' page opens.

►Click 'Add' to add a new point of contact.

►Click 'Edit' after adding the new point of contact's information or modifying an existing point of contact's information. The updated 'Points of Contact Summary List' page will appear.

►Click 'Delete' to delete a point of contact. The updated 'Points of Contact Summary List' page will appear.



►Click 'Save and Continue' when finished updating the point(s) of contact. This brings the program administrator back to the 'Company Information' page.

UPDATE NORTH AMERICAN INDUSTRY CLASSIFICATION SYSTEM (NAICS) INFORMATION

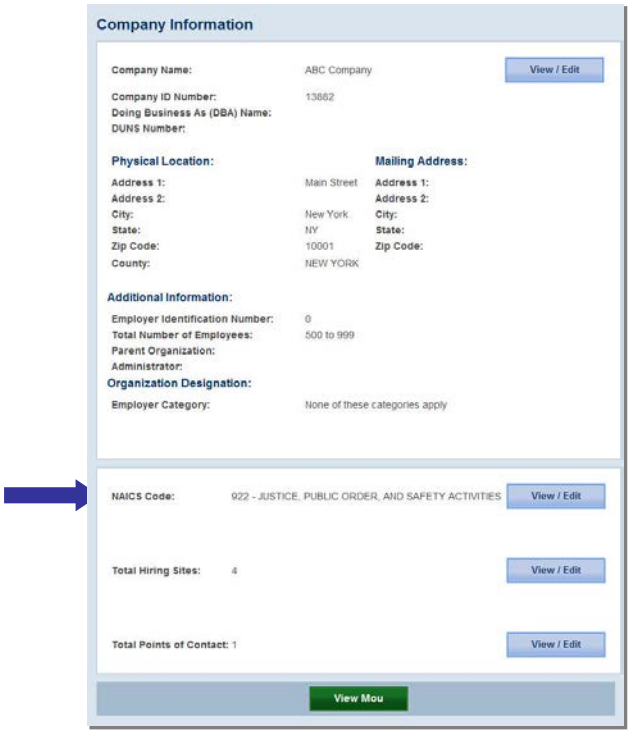
The NAICS code classifies employers by industry. During enrollment the employer selects the NAICS code. If the employer's industry classification has changed, this should be updated in the E-Verify company profile.

To update the NAICS code, follow the 'Update NAICS Code - Process Overview.'

UPDATE NAICS CODE PROCESS OVERVIEW

►From 'My Company,' select 'Edit Company Profile.'

►Click 'View/Edit' in the NAICS section of the 'Company Information' page.



►The 'NAICS Code' page displays the NAICS code entered when your employer enrolled in E-Verify.

To modify the 'NAICS Code' field:

►Enter the new three digit NAICS code. If the new number is not known, a program administrator can search available codes.

To determine the employer's NAICS code:

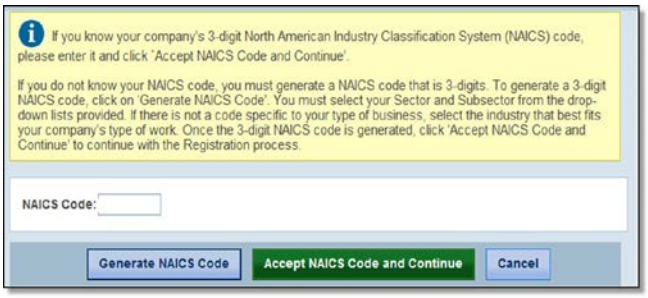
►Click 'Generate NAICS Code.'

►Select the appropriate sector and subsector from the drop-down list. As the program

administrator proceeds from page to page, the corresponding NAICS code appears in the 'NAICS Code' field.

►Select the appropriate category for the employer from each list that appears.

►Click 'Accept NAICS Code and Continue.' Once you have accepted the final subsector, the 'Company Information' page appears.


If you know your company's 3-digit North American Industry Classification System (NAICS) code, please enter it and click 'Accept NAICS Code and Continue'.
If you do not know your NAICS code, you must generate a NAICS code that is 3-digits. To generate a 3-digit NAICS code, click on 'Generate NAICS Code'. You must select your Sector and Subsector from the drop-down lists provided. If there is not a code specific to your type of business, select the industry that best fits your company's type of work. Once the 3-digit NAICS code is generated, click 'Accept NAICS Code and Continue' to continue with the Registration process.
NAICS Code:
Generate NAICS Code
Accept NAICS Code and Continue
Cancel

ADD NEW HIRING SITE(S)

Program administrators can modify the number of hiring sites that participate in E-Verify in each state. A participating hiring site means that your employer will create an E-Verify case for every newly hired employee who works at that site.

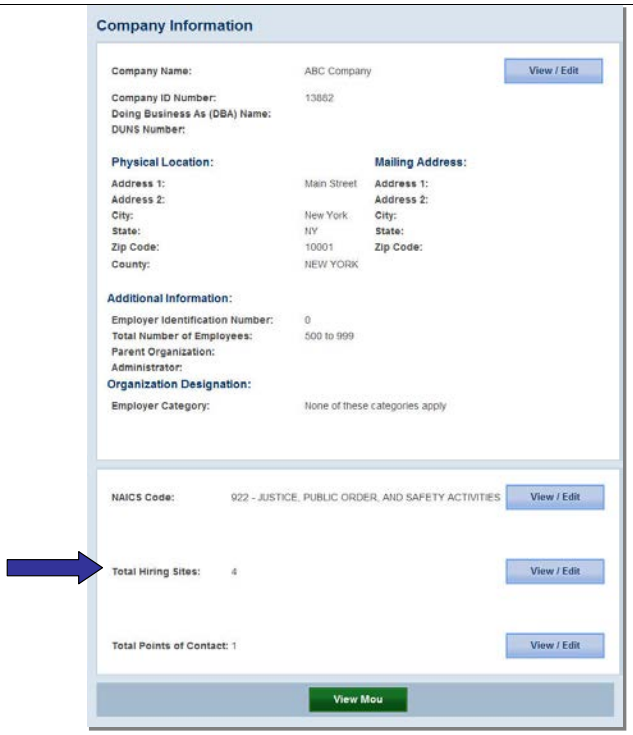
The 'Company Hiring Sites' page shows the states where the employer has hiring sites and the number of hiring sites for each state. Program administrators have the option to add hiring sites for a new state, edit the number of hiring sites in a state where the employer currently has participating hiring sites, or delete a state from the hiring site list.

To add a new state where the employer will have participating hiring sites, follow the 'Add New State Hiring Site - Process Overview.'

ADD NEW STATE HIRING SITE PROCESS OVERVIEW

►From 'My Company,' select 'Edit Company Profile.'

►Click 'View/Edit' in the 'Total Hiring Sites' section of the 'Company Information' page.



►Click 'Add' to add participating hiring sites for a new state. Select the state from the drop-down list. Enter the number of hiring sites, then click 'Update.'

►To edit the number of participating hiring sites in a state where the employer currently has hiring sites, click 'Edit' next to the state whose number of hiring sites you wish to edit. Change the number of hiring sites, and then click 'Update.'

►To delete a state from the company's hiring site list, click 'Delete' next to the state you want to remove. Confirm that you want to remove the state and all of its hiring sites by selecting 'Delete Site.'

►Click 'Next' to submit modifications and return to the 'Company Information' page.

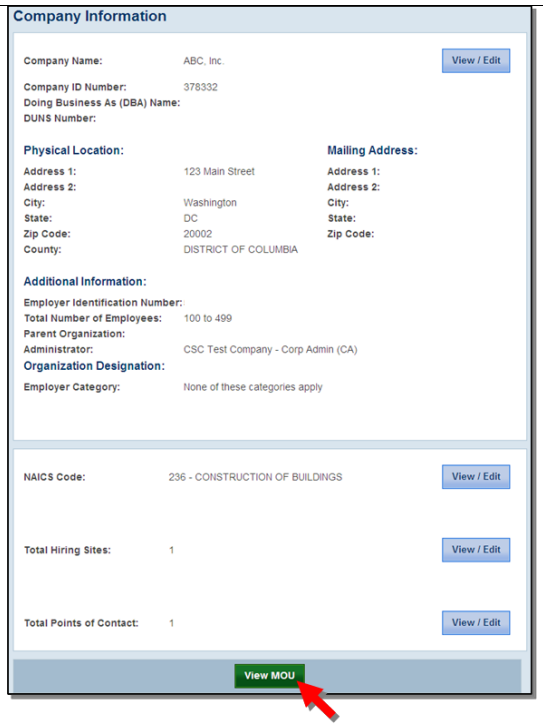
VIEW MEMORANDUM OF UNDERSTANDING (MOU)

Program administrators may view the MOU between E-Verify and the employer. To view the MOU, follow the steps outlined in the 'View MOU - Process Overview.'

VIEW MOU PROCESS OVERVIEW

►From 'My Company,' select 'Edit Company Profile.'

►From the 'Company Information' page, click 'View MOU' at the bottom of the screen.



►The MOU that was electronically signed for that employer will appear in a new window. If the MOU does not load, ensure that your pop-up blocker is disabled.

IMPORTANT: Once the MOU is submitted during enrollment, the information that appears on the MOU cannot be changed. However, you can update the employer's information in E-Verify to reflect any changes. If you need to provide proof of your employer's enrollment in E-Verify, you may print a copy of your company's information page as proof of the employer's updated information.

REMINDER

- Be sure to update your E-Verify account information to reflect any changes.

7.4 CLOSE COMPANY ACCOUNT

Any E-Verify account may be closed voluntarily. To close an account, a program administrator, corporate administrator, the signatory of the MOU, or an authorized employer representative must submit a request no later than 30 days in advance of the date the employer would like to close its account. Employers must request termination electronically through E-Verify (see 'Close Company Account – Process Overview') or by submitting a written termination notice to E-Verify@dhs.gov or fax to 202-443-0215.

Employers must continue to use E-Verify in accordance with the MOU during this 30 day period or until they receive an email confirming that the account is closed, whichever is sooner. All open E-Verify cases will need to be closed, even if the request to close the E-Verify account was made.

IMPORTANT: Once an account is closed, all access to the account and its associated records is lost. To preserve the records from an E-Verify account, see Section 5.3 to

create and retain a user audit report. E-Verify case information and documentation must be retained for your employees for the same length of time as their Forms I-9.

To request termination of employer participation in E-Verify, perform the steps outlined in 'Close Company Account – Process Overview.'

CLOSE COMPANY ACCOUNT PROCESS OVERVIEW

►From 'My Company,' select 'Close Company Account.'

►Type the reason for closing the account in the 'Termination Request Reason' field.

►Click 'Request Termination.'

►A message will appear informing you that E-Verify will be notified of your request to terminate participation in the program.

REMINDER

- If the employer has more than one E-Verify employer account and the entire employer is requesting termination, each employer account must be closed.

If you submitted a termination request by mistake, contact E-Verify Customer Support at 888-464-4218 for assistance.

8.0 RESOURCE AND CONTACT INFORMATION

The E-Verify public website is the primary resource for all E-Verify information, but do not hesitate to contact us via phone or email. For easy access to online resources, we suggest that you bookmark or save the websites as 'favorites' so you'll have easy access to them in the future.

E VERIFY RESOURCES	
E-Verify Public Website • General information about E-Verify • Program information and statistics • Frequently asked questions • E-Verify user manuals • E-Verify quick reference guides • Information about employee rights and employer obligations	www.dhs.gov/E-Verify
E-Verify Enrollment Application • Website for initial employer enrollment	https://e-verify.uscis.gov/enroll
E-Verify Access for Employers and Corporate Administrators • User access to E-Verify	https://e-verify.uscis.gov/emp
E-Verify Access for E-Verify Employer Agents • User access to E-Verify	https://e-verify.uscis.gov/esp

E VERIFY CONTACT INFORMATION

E-Verify Customer Support

E-Verify Customer Support is available to assist you with using E-Verify, password resets, cases and technical support. We can also answer your questions about E-Verify policies and procedures, Form I-9 and employment eligibility. We are available Monday through Friday, from 8 a.m. Eastern Time to 5 p.m. Pacific Time, except on federal holidays.

For Employers: 888-464-4218

877-875-6028 (TTY)

E-Verify@dhs.gov

For Employees:	888-897-7781 877-875-6028 (TTY) E-Verify@dhs.gov

Our normal response time for email inquiries is 2 Federal Government working days. If we need more time to respond to your inquiry, we'll contact you within 2 Federal Government working days to explain why we need additional time and provide you with an estimated response time.

Department of Justice, Civil Rights Division, Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC)

OSC is available to answer your questions about immigration-related employment discrimination, including discrimination based on citizenship status, immigration status or national origin in the Form I-9 and E-Verify processes.

Employer Hotline:	800-255-8155 800-362-2735 (TTY)
Employee Hotline:	800-255-7688 800-237-2515 (TTY)
Website:	www.justice.gov/crt/about/osc

APPENDIX A: ACRONYMS

Acronym	Definition
DHS	U.S. Department of Homeland Security
DOS	U.S. Department of State
FAR	Federal Acquisition Regulation
FNC	Final Nonconfirmation
IIRIRA	Illegal Immigration Reform and Immigrant Responsibility Act
INA	Immigration and Nationality Act of 1952
IRCA	Immigration Reform and Control Act of 1986
MOU	Memorandum of Understanding
NAICS	North American Industry Classification System
OSC	Office of Special Counsel for Immigration Related Unfair Employment Practices
PDF	Portable Document Format
SSA	Social Security Administration
SSN	Social Security number
TNC	Tentative Nonconfirmation
USCIS	U.S. Citizenship and Immigration Services

APPENDIX B: GLOSSARY

A

Acceptable Documents for Verifying Identity and Employment Eligibility
Documents designated for determining employment eligibility and identity under the Immigration and Nationality Act (INA) are listed on Form I-9 and in the 'Handbook for Employers: Guidance for Completing Form I-9 (M-274)' found at http://www.uscis.gov/files/form/m-274.pdf. Employees have the right to choose which document or combination of documents to present. Any 'List B' document presented to an employer participating in E-Verify must contain a photograph.

Admission Number or I-94 Number
An 11-digit number that is found on the Arrival-Departure Record (Form I-94 or Form I-94A).

Alien (Noncitizen)
An individual who is not a citizen or national of the United States.

Alien Authorized to Work
A noncitizen who is allowed to work because of his or her immigration status or a noncitizen who is granted work authorization byU.S. Citizenship and Immigration Services.

Alien Registration Number or Alien Number (A-number)
A unique seven-, eight- or nine-digit number assigned to a noncitizen at the time his or her A-file is created. The nine-digit U.S. Citizenship and Immigration Services number listed on the front of Permanent Resident Cards (Form I-551) issued after May 10, 2010, is the same as the Alien Registration Number. The A-number can also be found on the back of the Permanent Resident Card.

Anti-Discrimination Notice
The anti-discrimination notice is published by the Office of Special Counsel for Immigration-Related Unfair Employment Practices, Department of Justice (OSC), and provides information to employees concerning discrimination in the workplace. The E-Verify memorandum of understanding (MOU) requires participating employers to display the notice in a prominent place that is clearly visible to prospective employees in all languages supplied by the U.S. Department of Homeland Security (DHS). This notice is available in the 'Essential Resources' section of E-Verify. For questions about discrimination during the employment eligibility verification process, employers may contact OSC at 800-255-8155 or 800-237-2515 (TTY) or visit OSC's website at http://www.justice.gov/crt/about/osc.

Arrival/Departure Record (Form I-94 or I-94A)
A document issued to some noncitizens admitted to the United States. Some of these forms are stamped to indicate work-authorized status. Form I-94 or I-94A contains an 11-digit admission number that may be used as part of the initial E-Verify case if the noncitizen employee does not have an Alien Registration Number.

B

C

Case in Continuance
This response is given if the Social Security Administration (SSA) or the U.S. Department of Homeland Security (DHS) needs more than 10 Federal Government working days to provide a final case result. The employee continues to work until a final case result is provided in E-Verify from SSA or DHS.

Case Incomplete
This response is given if the user abandons a case after the 'Check Information' screen or the photo matching screen appears. The user will need to continue the case or close the case.

Case Verification Number
A unique number assigned to each E-Verify case that is created when an employer submits an initial verification. Employers participating in E-Verify are required to record the case verification number on the employee's Form I-9 or to print the screen containing the case verification number and attach it to the employee's Form I-9.

Client
An individual or employer that hires an E-Verify employer agent to create E-Verify cases on its behalf.

Close Case
The step in the verification process when either a final result has been provided or the user no longer needs to continue the verification and the case is ready to be closed.

Company ID Number
The E-Verify company ID number consists of 4 to 6 numerical characters and is located on the first page of the memorandum of understanding (MOU), directly below the E-Verify logo. Program administrators may also obtain the company ID number from the Company Information page in E-Verify under 'Edit Company Profile.'

Corporate Administrator
Corporate administrator access is used only for managing multiple employer accounts and does not allow corporate administrator users to create and manage E-Verify cases.

D

DHS No Show
A response received when the employee did not contact the U.S. Department of Homeland Security (DHS) to resolve his or her case and 10 Federal Government working days have passed since the date of referral. The 'DHS No Show' result is considered a Final Nonconfirmation.

DHS Verification in Process
A case result of 'DHS Verification in Process' means that the employee's information did not match U.S. Department of Homeland Security (DHS) records. The case is automatically referred to DHS for further verification. DHS responds to most of these

cases within 24 hours, but has up to 3 Federal Government working days to respond. Employers should check E-Verify periodically for a response.

Document Type
Type of document(s) presented by a newly hired employee to verify identity and employment eligibility.

E

Employment Authorized
This is a case result received in E-Verify when the information entered for an employee matches records available to the Social Security Administration (SSA) and/or the U.S. Department of Homeland Security (DHS). This case result indicates that employment eligibility has been verified.

Employment Authorization Document (Form I-766)
A document issued to noncitizens who are authorized to work in the United States. The most recent version of the Employment Authorization Document (Form I-766) has been issued since January 1997.

Form I-9, Employment Eligibility Verification
The form employers and employees are required to complete when a new employee is hired to perform labor or services in return for wages or other remuneration. This requirement applies to all employees hired after November 6, 1986. For employers in the Commonwealth of the Northern Mariana Islands (CNMI), this requirement applies to all employees hired after Nov. 27, 2009. In the CNMI, employers had to complete Form I-9 CNMI for every employee hired for employment in the CNMI from November 28, 2009 to November 27, 2011 and use the standard Form I-9 for those hired on or after November 28, 2011.

E-Verify Employer Agent
An individual or entity that creates E-Verify cases on behalf of employers, formerly referred to as a designated agent.

E-Verify
E-Verify is an Internet-based program which electronically confirms the employment eligibility of newly hired employees and existing employees assigned to a covered federal contract after Form I-9 has been completed. This involves separate verification checks of records available to the Social Security Administration (SSA) and/or the U.S. Department of Homeland Security (DHS).

E-Verify Participation Notice
The E-Verify Participation Notice informs prospective employees that an employer is participating in E-Verify. The memorandum of understanding (MOU) requires participating employers to display the notice in a prominent place that is clearly visible to prospective employees and all employees who are to be verified with E-Verify.

F

Final Nonconfirmation
If an employee's employment eligibility cannot be verified, the employer will receive a Final Nonconfirmation case result in E-Verify. An employer receiving an 'SSA or DHS Final Nonconfirmation' response may terminate the employee and will not be civilly or criminally liable under any law for the termination, as long as the action was taken in good faith reliance on the information provided through E-Verify as noted in Article II, Section C, paragraph 6 – Responsibilities of the Employer in the memorandum of understanding (MOU).

Further Action Notice
A notice generated from E-Verify that is to be given to an employee after his or her E-Verify case receives an SSA or DHS Tentative Nonconfirmation (TNC). If an employee decides to contest the TNC, he or she must contact or visit the appropriate agency within 8 Federal Government working days with this notice to initiate resolution of his or her E-Verify case.

G

General Users
This user type creates cases, views reports and can update his or her user profile.

H

Handbook for Employers: Guidance for Completing Form I-9 (M-274)
Provides detailed instructions on how to complete and retain Form I-9.

Hire Date
The hire date is the first day of employment in exchange for wages or other remuneration, previously referred to as the date on which the employee began employment. For the hire date in E-Verify, enter the 'employee's first day of employment' date from the 'Certification' in Section 2 of the employee's Form I-9. If you rehired an employee within three years of the date that his or her previous Form I-9 was completed and have completed Section 3 of Form I-9, enter the 'Date of Rehire' from Section 3 of the employee's Form I-9 as the hire date in E-Verify.

Hiring Site

A hiring site is the location where your employees are hired and they complete Form I-9. If cases are created in E-Verify at the same location, it is a verification location AND a hiring site.

I

Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA)
Public Law 104-208 enacted on September 30, 1996 required the Immigration and Naturalization Service to conduct three types of employment authorization verification pilot programs. The 'basic pilot program' was one of the three programs

and is the only program still in existence. The 'basic pilot program' exists today as E-Verify.

Immigration and Nationality Act of 1952 (INA)
Public Law 82-414 enacted on June 27, 1952 which, along with other immigration laws, treaties and conventions of the United States, relates to the immigration, temporary admission, naturalization and removal of noncitizens.

Immigration Reform and Control Act of 1986 (IRCA)
Public Law 99-603 enacted on November 6, 1986 sought to eliminate employment opportunity as a key incentive for illegal migration to the United States. IRCA mandates that all U.S. employers verify the employment eligibility and identify of all new hires through completion of the Form I-9. It provides remedies to employees and sanctions against employers who knowingly hire unauthorized workers or discriminate against employees based on citizenship or immigration status or based on national origin.

Initial Case Result
The results displayed in E-Verify once an employee's information has been submitted as part of a verification case. Initial case results include 'Employment Authorized,' 'Tentative Nonconfirmation (TNC)' and 'DHS Verification in Process.'

Interim Case Status
Certain initial E-Verify results that require additional action before E-Verify can provide a final case result. Interim case results include 'SSA or DHS Tentative Nonconfirmation,' 'Review and Update Employee Data,' 'DHS Verification in Process,' 'SSA or DHS Case in Continuance.'

J

K

L

Lawful Permanent Resident
A noncitizen or alien who has been lawfully granted the privilege of residing and working permanently in the United States.

M

Memorandum of Understanding (MOU)
A legal document describing a bilateral or multilateral agreement between/among parties. It constitutes a legally binding contract when properly executed (i.e., signed) by all the parties. Employers who participate in E-Verify must sign the E-Verify MOU between the employer, the U.S. Department of Homeland Security (DHS) and the Social Security Administration (SSA).

N

Noncitizen National of the United States
Persons born in American Samoa, certain former citizens of the former Trust Territory of the Pacific Islands who relinquished their U.S. citizenship acquired under section 301 of Public Law 94-241 (establishing the Commonwealth of the Northern Mariana Islands) by executing a declaration before an appropriate court that they intended to be noncitizen nationals rather than U.S. citizens, and certain children of noncitizen nationals born abroad. Generally, noncitizen nationals are American Samoans.

O

Office of Special Counsel (OSC)
Created by the Immigration Reform and Control Act of 1986 (IRCA), the Office of Special Counsel for Immigration Related Unfair Employment Practices (OSC) is part of the Civil Rights Division of the U.S. Department of Justice and enforces the anti-discrimination provision of the Immigration and Nationality Act, 8 USC 1324b, which prohibits discrimination in hiring and discharging based upon citizenship or

immigration status and national origin and discrimination during the employment eligibility verification process, which includes Form I-9 and E-Verify.

P

Passport (Foreign)
Any travel document issued by a competent authority showing the bearer's origin, identity and nationality, if any, which is valid for the entry of the bearer into a foreign country.

Passport (United States)
Document issued by the U.S. Department of State to U.S. citizens and noncitizen nationals.

Password
A unique identifier that allows registered E-Verify users access to E-Verify.

Permanent Resident or Lawful Permanent Resident
A noncitizen who has been lawfully granted the privilege of residing and working permanently in the United States.

Permanent Resident Card (Form I-551)
First issued by the former Immigration and Naturalization Service beginning in December 1997 and now issued by U.S. Citizenship and Immigration Services (USCIS), this card is the current version of the document given to permanent residents. The document is issued either 2 years or 10 years. In the current version of the Permanent Resident Card (Form I-551), the name of the document was changed from Resident Alien Card to Permanent Resident Card.

Photo Matching
During the verification process, employers match the photos on certain documents provided by employees when completing Form I-9 with the photo that appears in E-Verify. Photo matching is activated only when an employee provided a U.S. Passport, Passport Card, Permanent Resident Card (Form I-551) or an Employment Authorization Document (Form I-766) as his or her Form I-9 document.

Photo Match
The photo on the employee's document matches the photo supplied by E-Verify. The photo transmitted by E-Verify should be the same (identical) photo that appears on an employee's U.S. Department of Homeland Security (DHS) issued document. Employers should be able to determine whether the photos match.

Photo Mismatch
The photo on the employee's document does not match the photo supplied by E-Verify. The photo transmitted by E-Verify should be the same (identical) photo that appears on an employee's U.S. Department of Homeland Security (DHS) issued document. If the employer determines that it does not match, a 'DHS Tentative Nonconfirmation (TNC)' case result is issued and the employee must be given the opportunity to contest.

Point of Contact
An individual assigned by the employer who can be contacted about E-Verify issues. This person does not have to be one of the two user types.

Pre-screening
The prohibited practice of creating a case in E-Verify before a job offer has been accepted and Form I-9 is complete.

Program Administrator
This user type creates user accounts at his or her site. This user can view reports, create cases, update account information and unlock user accounts.

Q

R

Referral Date Confirmation
A one-page document provided to an employee who has chosen to contest an SSA or DHS Tentative Nonconfirmation (TNC) when the case is referred in E-Verify. This document provides the employee with the date by which he or she must visit SSA or contact DHS.

Request Name Review
In some cases E-Verify returns a case result of 'Employment Authorized,' but the name shown as authorized does not match exactly the name entered into E-Verify from the employee's Form I-9. This can happen because of name variations in records available to the U.S. Department of Homeland Security (DHS).

If the names do not match, the case must be sent to DHS for review. Taking this step ensures that the record associated with the 'Employment Authorized' case result belongs to the employee whose information was entered into E-Verify.

Review and Update Employee Data
In some instances, a case status of 'Review and Update Employee Data' may occur. This means that the Social Security Administration (SSA) found a discrepancy in the information it received in the E-Verify referral. This may occur because of typographical errors and/or incorrect information on Form I-9. The Form I-9 will need to be reviewed with the employee, the information corrected as applicable and then the case may be resubmitted.

S

Social Security Administration (SSA)
The federal government agency that administers a national program of contributory social insurance. SSA and the U.S. Department of Homeland Security (DHS) jointly manage the E-Verify program.

Social Security Administration (SSA) Referral
After an employee is advised of an 'SSA Tentative Nonconfirmation (TNC)' and has signed the SSA TNC Further Action Notice, the employee is referred to SSA to resolve the TNC.

T

Tentative Nonconfirmation (TNC)
The employee information was compared to government records and could not be verified. This does not necessarily mean that the employee is not authorized to work, or that the information provided was incorrect. The employee must either visit the Social Security Administration (SSA) or contact the U.S. Department of Homeland Security (DHS) to resolve the discrepancy and continue employment.

U

U.S. Department of State (DOS)
The federal government department that is responsible for international relations. DOS issues U.S. Passports and Passport Cards. U.S. Passport and Passport Card records are available to the U.S. Department of Homeland Security (DHS) for confirmation of employment eligibility with E-Verify.

USCIS Number
A nine-digit number listed on the front of Permanent Resident Cards (Form I-551) issued after May 10, 2010 that is the same as the Alien number (A-number). The A-number can also be found on the back of these Permanent Resident Cards.

User ID
The user ID is an assigned ID with letters and numbers that identifies the user of a computer system or network. All users who create cases in E-Verify must have their own user IDs. The user ID must be 8 characters and may be letters, numbers or a combination of both. A user ID is not case sensitive.

V

Verification location
A verification location is where the employer's users take the information from an employee's Form I-9 and create a case in E-Verify.

W, X, Y, Z